

Enterprise Incident Report November 2010

As of 12/6/2010

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	2	1,857	16	1,875
	1	676	3	680
Customer Company Total	2	1,857	16	1,875
	1	676	3	680

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	2 0	1,857 225	16 2	1,875 227
Customer Company Total	2 0	1,857 225	16 2	1,875 227

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	2 0.03	1,857 2.92	16 51.58	1,875 3.33
Customer Company Total	2 0.03	1,857 2.92	16 51.58	1,875 3.33

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	2 0	1,857 68	16 6	1,875 74
Customer Company Total	2 0	1,857 68	16 6	1,875 74

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Workforce Services	2 0.16	1,855 2.77	16 56.93	1,873 3.26
Customer Company Total	2 0.16	1,855 2.77	16 56.93	1,873 3.26

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Detail

INC000000130981	Michael Wride Application Support - UI Web	Application Gary Ray	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: 1016.87 TTR: 472.09
INC000000138727	Neil Rollins Application Support - UI Web	Network Gary Ray	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: 924.32 TTR: 381.15
INC000000141625	Dee Snowball Application Support - UI Web	None Gary Ray	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: 881.96 TTR: 340.46
INC000000146581	Colleen Gearheart BMI Support	Application Boyd Mortensen	None Workforce Services	None Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 822.37 TTR: 822.37
INC000000175973	Sherra Lynn Westover Application Support - PACMIS	Application Cindy Layton	Error Workforce Services	Public Assistance Case Manage Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 434.37 TTR: 443.02
INC000000187894	June Conn-Solomon Application Support - UI Web	Application Gary Ray	Error Workforce Services	DWS Web Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 328.81 TTR: 328.81
INC000000192641	Anita Kramer Application Support - CUBS	Application Clay Peacock	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 304.11 TTR: 304.11
INC000000198284	Judy Mattinson Application Support - Web Dev	Server Dave Clark	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 196.10 TTR: 196.10
INC000000202648	Tami Huntington Voice Operations	Telecom Gail Christiansen	CrossTalk/Noise/Static Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: 0.22 TTR: 7.72
INC000000204385	Brie Lenhart Application Support - MMIS	Application John Campbell	Error Workforce Services	Medicaid Managed Information : Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: 0.74 TTR: 205.86
INC000000206068	Debbie Herr Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 0.04
INC000000206962	Mike Thomason Voice Operations	Telecom Pete Gall	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.16 TTR: 0.57
INC000000207354	Rebecca Banner Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.33 TTR: 0.35
INC000000207866	Lincoln Hansen Application Support - PACMIS	Application Cindy Layton	Error Workforce Services	Public Assistance Case Manage Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: 54.96 TTR: 62.89
INC000000211546	Carolyn Paul Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: 0.87 TTR: 13.07
INC000000211757	Cindy Bertagnolli Operations Production Control	Application Duane Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: 0.18 TTR: 0.25

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INC000000211881	Kevin Shingleton Voice/Data/WAN Services	Telecom Greg Blessing	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.57
INC000000211897	Linda Lundberg Voice Operations	Telecom Pete Gall	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000211908	Janet Jolley Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.08 7.15
INC000000211966	Melody Harkwright Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.46 1.46
INC000000211969	Melody Harkwright Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.95 11.95
INC000000212059	Kristen Floyd Voice Operations	Telecom Annette Nielsen	Feature Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.40
INC000000212168	Malida Stram Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager - Centralized I Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000212210	Jennifer Orvin Application Support - Content Man	Application Nate Olson	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 1.00
INC000000212309	Melody Harkwright Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.61 7.61
INC000000212349	Theon Laney Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212363	David J Bartschi Operations Production Control	Application Duane Hardy	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212489	Ljiljana Arifovic Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212493	Phil Gammell Metro A Help Desk	Network Liz Evans	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000212519	Charles Owens Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212527	Sev Kubota Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
INC000000212543	Robert Birkinshaw Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212559	Helen Thatcher Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.48

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INC000000212570	Milton Olsen Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212575	Charles Owens Voice Operations	Telecom Annette Nielsen	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.16
INC000000212591	Karen Gardner Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.92 4.92
INC000000212594	Helen Sawyer Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212595	Roberta Ivankovich Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212596	Mark Erickson Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.44
INC000000212608	Phil Gammell Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000212609	Roman Rubalcava Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212618	Rochelle Green Application Support - Content Manager	Application Randall Ottesen	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000212635	Jan Hunt Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212646	Norman Nakamura Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212647	Jan Clutter-Lynn Application Support - UWORKS	Application Jeff Pryor	Password Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	30.20 30.20
INC000000212648	Karen Hess Voice/Data/WAN Services	Telecom Spencer Blodgett	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.24
INC000000212655	Mark Knold Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.07
INC000000212678	Robert Gilbert Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212679	Sheryl Benton Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
INC000000212689	Sara Hudgins Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000212698	Gaylinn Frandsen Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212700	Katherine Thomas Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86
INC000000212716	Lanelle Windley Metro A Desktop Support	Network Rodney Austin	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.28
INC000000212725	Paul Johnston Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212731	Tom Petersen Metro A Hosting	Network Chris Kunde	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: N/A	TIR: TTR:	0.00
INC000000212734	Rebecca Williams Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212742	Charles Owens Rural Central Desktop Support	None Troy Morris	None Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000212763	Susan Quist Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212813	Ler Wah Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.57 4.67
INC000000212821	Stephanie Trappett Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000212828	David Baldwin Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000212834	Debbie Olsen Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000212851	Jarom Castleton Operations Production Control	Mainframe Duane Hardy	Error Workforce Services	Medicaid Managed Information Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.67
INC000000212858	Dallin Rempp Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000212861	Randy J Thompson Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000212893	Beckie Turner Rural Central Desktop Support	Network Richard Packer	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000212899	Beckie Turner Rural Central Desktop Support	Application Richard Packer	None Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000212918	Brie Lenhart	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212931	Judianne Collins	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212936	John Olson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000212939	Kristi Manseau	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212946	Ashley Johnson	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.51
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.57
INC000000212948	Cindy Bertagnolli	None	None	None		TIR Missed: Yes	TIR: 2.57
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.57
INC000000212949	Mike Simonson	None	None	None		TIR Missed: No	TIR: 0.79
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.52
INC000000212955	Ashley Johnson	Application	Error	None		TIR Missed: Yes	TIR: 3.41
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.47
INC000000212959	Cindy Bertagnolli	Application	None	None		TIR Missed: Yes	TIR: 2.48
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.48
INC000000212961	Cindy Bertagnolli	Application	None	None		TIR Missed: Yes	TIR: 2.58
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.58
INC000000212967	Dora Ward	Application	Error	State Payroll System		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212970	Melauni Jensen	Application	None	None		TIR Missed: Yes	TIR: 1.21
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.04
INC000000212979	Rebecca Farnsworth	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212982	Susan Etzel	Application	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212986	Helen Te'o	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000212988	Cynthia Arnold	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213004	Kathy Wendel	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.91

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INC000000213013	Melanie Kennedy Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213016	Wilmalee Paret Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.27
INC000000213026	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213030	Scott Hawkes Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213060	David Baldwin Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213062	Teresa Gentry Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213063	Bret Lucas Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213068	Connie I Fowler Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213069	Cindy Bertagnolli Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 1.15
INC000000213072	Gary Reid Application Support - Data WarehotShana Shirts	Application Workforce Services	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 1.37
INC000000213081	Joshua Hawkins Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000213087	Paul Birkbeck Metro D North Desktop Support	None Kim Ratushniak	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.93
INC000000213093	Chris Cook Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213097	Mary McConaughy Metro A Hosting	PC/Laptop Chris Kunde	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 11.78
INC000000213133	Gerald Brown Metro A Hosting	Application Chris Kunde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213137	Charles Amonett Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.63
INC000000213141	Drew Maxfield Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000213144	Jennifer Buonocore Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000213146	Mitch Romo Metro A Hosting	Application Chris Kunde	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.10 11.10
INC000000213147	Cassandra Pickle Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Password Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.68
INC000000213153	Julia Story Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.31 8.31
INC000000213156	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213166	Betsy Ray Application Support - Content Man	Application Nate Olson	Error Workforce Services	Content Manager Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.50
INC000000213174	Laura Uitto Application Support - UWORKS	Application Eric Strong	Password Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.23
INC000000213183	Kristen Floyd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213194	Felicia Kinder Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000213206	Kristine Larson Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.37
INC000000213216	Lynn Adams Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213225	Nancy K Perkins Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.19 3.19
INC000000213244	Leticia Hough Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Error Code Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000213263	Alexandra Nigh Metro A Hosting	Application Chris Kunde	Reporting Workforce Services	Microsoft Word Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.64 9.64
INC000000213267	Cindy Bertagnolli Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.74
INC000000213284	Eddie Richmond Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.56 1.56
INC000000213285	Robert Kelley Metro A Hosting	Network Chris Kunde	Performance Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.28

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INC000000213287	James Robson Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000213293	Anna Sargsian Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000213296	Scott Smith Metro A Hosting	PC/Laptop Chris Kunde	Performance Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 9.21
INC000000213299	Cookie Chappell Metro A Desktop Support	Application Rodney Austin	None Workforce Services	Microsoft Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.61
INC000000213302	Jan Hunt Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 1.37
INC000000213307	Devin Shipp Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	16.88 16.88
INC000000213316	Laura Uitto Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.06
INC000000213318	April Gerber Rural Central Desktop Support	Network Rod Montoya	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213319	Jamie Escobia Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213355	Jennifer Domenici Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.08
INC000000213412	Wayne Fillmore Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213438	Bill Starks Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213443	Linda Church Metro A Desktop Support	PC/Laptop Rodney Austin	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.27
INC000000213447	Charles Amonett Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
INC000000213454	Katherine Thomas Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.66 3.08
INC000000213457	Carolyn Parsons Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.03
INC000000213462	Bill Featherstone Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000213464	Jolene Costigan Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.04
INC000000213469	Kenneth G Allen Metro A Desktop Support	Network Tracy VanderVaart	Performance Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.88 TTR: 2.92
INC000000213472	Anna Gailey Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Virus Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.84 TTR: 4.70
INC000000213475	LeAnn Muranaka Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.27 TTR: 0.28
INC000000213478	Alma Brotherson Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 0.21
INC000000213479	Karen Quackenbush Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.34 TTR: 2.23
INC000000213480	Scott Smith Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 5.77
INC000000213484	Steven Bryan Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
INC000000213486	Robyn Thomas Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.35 TTR: 0.35
INC000000213502	Joshua Sponberg Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 3.19
INC000000213503	Yalonda House Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.13
INC000000213507	Michelle Deprizio Metro A Desktop Support	PC/Laptop Susan Barker	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000213509	Denise Sorensen Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.33
INC000000213526	Karen Gardner Metro A Desktop Support	Network Tracy VanderVaart	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.08 TTR: 0.08
INC000000213529	Ron Dunn Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.72 TTR: 6.36
INC000000213549	Karen Thomas Metro A Desktop Support	Network Tracy VanderVaart	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.56 TTR: 0.56
INC000000213550	Diane Pfeifer Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.30 TTR: 1.30

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INC000000213551	Randy Hopkins	Application	None	BlackBerry Configuration	TIR Missed: No	TIR: 0.11
Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000213553	Diane Pfeifer	Application	Error	None	TIR Missed: Yes	TIR: 1.29
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.29
INC000000213554	Joshua Hawkins	Network	Password	None	TIR Missed: Yes	TIR: 5.74
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.74
INC000000213556	Diane Pfeifer	None	None	None	TIR Missed: Yes	TIR: 1.28
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.28
INC000000213566	Larry Sparks	Network	Performance	None	TIR Missed: Yes	TIR: 5.67
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.67
INC000000213569	Kathy Hintze	Network	Performance	None	TIR Missed: Yes	TIR: 1.68
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.68
INC000000213575	Joann Vanos	Network	Performance	None	TIR Missed: No	TIR: 0.61
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.61
INC000000213578	Diane Pfeifer	Application	Error	None	TIR Missed: No	TIR: 0.17
Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.78
INC000000213588	Mary McConaughy	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213594	Carrie Peterson	None	None	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213634	Jeffrey Creer	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213656	Janet Butterfield	Telecom	None	None	TIR Missed: No	TIR: 0.27
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000213658	Jody McMillan	Network	Incident	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000213671	Christina Gale	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213689	Cecilia Shimanek	Application	Reporting	Content Manager	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000213701	Whitney Roberts	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213711	Robert Birkinshaw	Application	Password	DWS Intranet	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000213734	Jane Burt	Application	None	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213740	Jill Bingham	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213747	Melauni Jensen	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213750	Denise Sorensen	Application	Reporting	State Payroll System		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.61
INC000000213756	Janet Butterfield	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213758	Christi Seger	Application	Error	None		TIR Missed: No	TIR: 0.92
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.92
INC000000213770	Kim Auberger	Network	None	None		TIR Missed: No	TIR: 0.28
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000213776	Vivian Olson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000213788	Diane Hicken	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213790	Bill Montague	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213792	Sandy L Jensen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000213815	Carmen Bento	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000213820	Scott Smith	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR: 0.79
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.79
INC000000213848	Katie Hanway	Application	None	None		TIR Missed: Yes	TIR: 1.39
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.39
INC000000213854	Laura Beckstrand	PC/Laptop	None	None		TIR Missed: No	TIR: 0.33
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000213858	Robin Parker	None	None	None		TIR Missed: Yes	TIR: 2.53
	Application Support - Data Warehouse	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.61
INC000000213864	Kathryn Levi	Application	Error	DWS Intranet		TIR Missed: No	TIR: 0.51
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.51

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INC000000213865	Heather M Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213869	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213887	Tim Olson Rural Central Desktop Support	Print/Copy/Scan/Fax Jeremy Standifird	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213890	Jackie Christensen Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213901	Deborah Servis Metro A Desktop Support	Network Robert Wall	Performance Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 4.30
INC000000213906	Demetria Keele Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.42
INC000000213926	Debbi Class Metro A Desktop Support	Wireless Connectivity Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000213937	Amber Beck Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213939	Robert Goodwin Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	QuickBooks Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213989	Melissa McBride Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000213994	Dennie Tsuya Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.67 10.67
INC000000213995	Kelly Spafford Rural Central Desktop Support	PC/Laptop Troy Morris	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.86
INC000000213999	Janet Butterfield Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214011	Judy Kearns Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.25 7.25
INC000000214026	John Shrum Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	155.92 155.92
INC000000214032	Cynthia Barlow Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000214066	Katie Hanway Voice Operations	Telecom Annette Nielsen	Dial Tone Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.32

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INC000000214082	Yalonda House Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.84
INC000000214091	Lindsey Caffall-Davis Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000214125	Casey Lance Rural Central Desktop Support	Application Paul Petersen	Error Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 2.35
INC000000214129	Debra Mace Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.37 4.36
INC000000214134	Deborah Servis Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.17
INC000000214135	Elleisha Knowlton Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000214138	Ryan Rock Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.42
INC000000214166	Cindy Bertagnolli Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 1.33
INC000000214176	Jo D'Agostino Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000214177	Sylvia Weight Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214181	Gabriella Cubas Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214185	Molly Morehouse Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214193	Barbara Croft Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214195	Marilyn Wallis Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214199	Cathy Bell Rural South Desktop Support	Application Lance Nay	None Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214206	Doyle Bender Rural Central Desktop Support	None Jeremy Standifird	None Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214215	Kristen Mar Rural Central Desktop Support	Print/Copy/Scan/Fax Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000214251	Gerald Gappmayer Rural South Desktop Support	PC/Laptop Meladye Shively	Hardware Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.40
INC000000214273	Dave Laycock Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000214282	Tony Romero Metro B Help Desk	Application Ron LeBaron	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000214288	Carol Jennings Help Desk	Network Vicky Marrelli	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214299	Kerry A Cole Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000214300	Alan Dennis Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000214302	Heather Willden Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
INC000000214304	Katie Hanway Application Support - UWORKS	Application Jeff Pryor	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000214317	Wayne Tuttle Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.00 1.00
INC000000214327	Mike Simonson Metro A Desktop Support	Application Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000214328	Robert Birkinshaw Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000214331	Brittney Hemingway Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.53 3.53
INC000000214338	Jeremiah Borrowman Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.08 3.08
INC000000214342	Kayl Smith Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214345	Andrea Hayes Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.77 1.77
INC000000214346	Melauni Jensen Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000214350	Colleen Jamison Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51

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INC000000214357	Lesley Lundeberg Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.99 5.99
INC000000214358	Leigh Page Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214363	Eddie Richmond Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.71
INC000000214366	Jenny Barrow Voice Operations	Telecom Pete Gall	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.15
INC000000214367	Rachael Licciardone Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.23
INC000000214369	Diane Hicken Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.80 5.80
INC000000214373	Leeann Madsen Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000214378	Leta Bailey Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 0.65
INC000000214381	Bonnie L Kelsey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000214383	Patti Sellers Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 0.94
INC000000214391	Veronica Comandone Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.80
INC000000214392	Melisa Stark Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.37
INC000000214393	Nancy Nordlund Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214397	Chris Cook Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214402	Marilyn Larsen Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214404	Dorothy Williams Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.54
INC000000214405	Wendy Edwards Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000214414	Tom Olsen Metro A Desktop Support	Network Rodney Austin	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.81
INC000000214417	Breanna Stultz Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.12 5.12
INC000000214429	Donna Ferrozzo Metro A Desktop Support	Network Robert Wall	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.60
INC000000214433	Linh Tran Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.07 3.07
INC000000214434	Marcia J Lea Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.99 4.99
INC000000214436	Diana Lewis Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000214440	Carol Conti Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.59
INC000000214441	Leann Robinson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.94 4.94
INC000000214443	Darl Valdez Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.91 4.91
INC000000214449	Jeanne McGavin Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.88 4.88
INC000000214455	Chris Reed Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.76 4.76
INC000000214459	Carolyn Paul Voice Operations	Telecom Gail Christiansen	Coverage Path Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.10 6.19
INC000000214462	Collins Edebiri Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.65 4.65
INC000000214464	Linda Wallentine Metro B Desktop Support	Application Gary Graham	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214465	Gary C Williams Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214468	Melissa McBride Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000214482	Michelle Mileski Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.40

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INC000000214485	Nan Powell	Application	Error	None		TIR Missed: Yes	TIR:	4.51
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.51
INC000000214499	Pat Palmieri	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000214509	James Mitchell	Application	Error	None		TIR Missed: Yes	TIR:	4.28
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.28
INC000000214522	Sarah Tolbert	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.03
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000214523	Pamela McIntyre	Application	Error	Content Manager - Centralized I		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000214526	Anthony Kelly	Application	Error	None		TIR Missed: Yes	TIR:	4.08
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.08
INC000000214530	Linetta Moyes	Application	Error	None		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.61
INC000000214532	Nancy Andrew	Application	Error	None		TIR Missed: Yes	TIR:	4.01
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.01
INC000000214537	Carmen Bento	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.94
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.94
INC000000214541	Suellen Michel	Application	Error	None		TIR Missed: Yes	TIR:	3.91
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.91
INC000000214549	Bonnie Johnson	Application	Error	None		TIR Missed: Yes	TIR:	3.87
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.87
INC000000214560	Carilee B Wilson	Application	Error	None		TIR Missed: Yes	TIR:	3.83
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.83
INC000000214569	Janet Howes	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.73
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.73
INC000000214576	Sharen Welsh	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000214587	Matthew Larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000214599	Julia Story	Application	Error	None		TIR Missed: Yes	TIR:	3.43
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.43
INC000000214613	Karen Gardner	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.28
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.28

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INC000000214636	Carilee B Wilson Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.96 2.96
INC000000214641	Linh Tran Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000214653	Cassie Kelly Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.81 2.81
INC000000214670	Joann Wetzel Voice Operations	Telecom Annette Nielsen	Hardware Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 2.69
INC000000214675	Jeremy Robinson Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000214677	Kaye Stewart Rural Central Desktop Support	PC/Laptop Gerald Adams	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.84
INC000000214678	Jackie Christensen Rural Central Desktop Support	PC/Laptop Gerald Adams	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.87
INC000000214681	Tina Kappos Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.51 2.51
INC000000214685	Annie Granger Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.45 2.45
INC000000214694	Kristine Larson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000214695	Michelle Conley Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.32 2.32
INC000000214697	Brooke Coster Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.26 2.26
INC000000214699	Weston Miller Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 1.20
INC000000214701	Linh Tran Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 2.61
INC000000214706	Molly Morehouse Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.04 2.04
INC000000214712	Danielle Nelson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.90 1.90
INC000000214726	Theresa R Wheatley Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.05

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INC000000214729	Worthy Glover Jr Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214732	Sumiko Anderson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.66 1.66
INC000000214734	Worthy Glover Jr Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214736	Worthy Glover Jr Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214745	Kaylee Ashdown Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.79
INC000000214748	Lynette Baker Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.40
INC000000214755	Leeann Glass Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.26 1.26
INC000000214767	Linda Wallentine Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 1.09
INC000000214769	Jackie Dalton Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000214771	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214772	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214779	Phay Panh Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.79
INC000000214785	Ranee Johnson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 0.78
INC000000214802	Karin Allen Metro D North Desktop Support	Application Kathleen Gill	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214806	Helen Thatcher Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000214810	Angie Fletcher Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000214820	Charisse Jeppsen Metro D North Desktop Support	Application Kathleen Gill	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000214821	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214824	Rebecca Pittman	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.13
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.83
INC000000214830	Jessica Johnson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214831	Janet Deane	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214832	Michelle Viertel	Application	Error	Microsoft Visio		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214840	Janet Cole	Network	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214842	Sylvia Pineda	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.94
INC000000214849	Maria Berg	Application	Error	None		TIR Missed: Yes	TIR: 10.37
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 10.37
INC000000214857	Kenneth Martinez	None	None	None		TIR Missed: Yes	TIR: 8.95
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.95
INC000000214865	Jolene Costigan	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.15
INC000000214882	Linh Tran	None	None	None		TIR Missed: Yes	TIR: 2.51
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.51
INC000000214902	Loraine Martin	None	None	None		TIR Missed: Yes	TIR: 9.65
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 9.65
INC000000214903	Janet Butterfield	None	None	None		TIR Missed: Yes	TIR: 9.64
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 9.70
INC000000214933	Katie Hanway	Application	None	Utah Works		TIR Missed: Yes	TIR: 2.81
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.81
INC000000214942	Leora Lopez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214949	Marilyn Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214953	Freddie Ann Stevenson	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17

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INC000000214994	Sean Pickett	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000214995	Jamar Lee	Application	Error	None		TIR Missed: Yes	TIR: 2.07
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.07
INC000000214998	Sean Pickett	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215001	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215021	Kandi Kutkas	Application	Error	Public Assistance Case Manage		TIR Missed: Yes	TIR: 7.26
	Application Support - PACMIS	Cindy Layton	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 7.26
INC000000215039	Mona Kadir	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215043	Maria Berg	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215051	Cindy Bertagnolli	Application	Error	Content Manager		TIR Missed: No	TIR: 0.64
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.05
INC000000215053	Lien Le	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215057	Michael Atkin	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.21
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.21
INC000000215064	Alisa Gavaller	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215065	Randi Bell	Application	Error	OpenOffice.org		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215068	Lorie Davis	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215070	Rebecca Ntshalintshali	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215071	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000215073	Nazanin Nourmohammadi	None	None	None		TIR Missed: Yes	TIR: 1.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.00
INC000000215077	Denise Pierson	Application	Error	Microsoft Office		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000215079	Sheryl St Clair Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215081	Jolene Costigan Rural South Desktop Support	PC/Laptop Doug Chaston	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215083	Joe Edman Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215085	Jolene Costigan Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215086	Joe Edman Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Sybase Open Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215088	Collins Edebiri Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 0.86
INC000000215110	Deann Cardon Rural Central Desktop Support	Print/Copy/Scan/Fax Troy Morris	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215120	Penni Dehaan Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215127	Greg Gardner Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215157	Edina Cesko-Wilson Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.57
INC000000215161	Kent Naisbitt Metro A Desktop Support	Application Robert Wall	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 1.78
INC000000215168	Lisa Butler Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215169	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215175	Traci Knight Metro D North Desktop Support	Remote Connectivity Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.50
INC000000215177	Leeann Herndon Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.14 7.18
INC000000215184	Anna Rodriguez Help Desk	None Vicky Marrelli	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000215188	Sarka Dever Network Operations	Application Kelli Okumura	Error Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 1.97

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INC000000215196	Robert Birkinshaw Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215198	Shantelle Flint Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000215200	Sammy Batarseh Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000215205	Steffanie Hicks Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215212	Diane Pfeifer Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000215215	Estela Hernandez Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215218	Rebecca Curry Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215224	Sherri Kirk Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000215226	Michael Hanley Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000215245	Jackie McAtee Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.38
INC000000215247	Eileen Schroeder Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Contributions Automated Tax Sy Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000215249	Kenneth G Allen Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 2.83
INC000000215271	Anna Symes Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215278	Monty Peart Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000215285	Teresa Gonzales Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215311	Melissa Daymont Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000215314	Alan Christofferson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Internet Explorer Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10

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INC000000215320	Nichole Pusey Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.19
INC000000215326	Kamron Dalton Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 1.48
INC000000215329	Christi Seger Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215345	Sumiko Anderson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: Yes	TIR: 5.24 TTR: 6.41
INC000000215350	Tim Early Metro B Help Desk	Application Val Shepherd	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215354	Laura Beckstrand Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.13
INC000000215358	Barbara Larsen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215377	Shonie Barker Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	OpenOffice.org Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.17
INC000000215380	Roberta Ivankovich Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
INC000000215381	Robert Gilbert Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.25
INC000000215395	Connie Shearwood Rural Central Desktop Support	PC/Laptop Colin Bodkin	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.76
INC000000215398	Matthew Forsyth Rural Central Desktop Support	PC/Laptop Troy Morris	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.86
INC000000215411	Kelly Green Rural South Desktop Support	Network Meladye Shively	Error Workforce Services	Internet Explorer Low	TIR Missed: Yes TTR Missed: No	TIR: 1.08 TTR: 1.08
INC000000215413	Loraine Martin Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.19
INC000000215414	Kris Bradley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215415	Jason Tolbert Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.19
INC000000215416	Rebecca Pace Rural South Desktop Support	PC/Laptop Doug Chaston	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.14 TTR: 2.53

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INC000000215432	Deann Cardon	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.53
INC000000215433	Tasiaefe Mapu-Sandoval	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.01
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000215434	Lorie Davis	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.97
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.26
INC000000215436	Toni C Ansel	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000215438	Robert Gilbert	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000215460	Felicia Kinder	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000215462	Joann Wetzel	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.36
INC000000215464	Jill Kunde	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.43
INC000000215485	Michelle W Christensen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.38
INC000000215493	Joe Edman	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Services	Ken Wheeler	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.22
INC000000215496	Jolene Costigan	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000215500	Michelle W Christensen	Telecom	None	None		TIR Missed:	No	TIR:	0.37
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.36
INC000000215502	Jon Romero	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.43
INC000000215506	Tim Early	Application	None	DWS Intranet		TIR Missed:	No	TIR:	0.32
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000215511	June Bradfield	Application	Error	None		TIR Missed:	No	TIR:	0.09
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.55
INC000000215512	Kerry Daniels	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000215513	Miguel Gonzalez	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Hosting	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000215517	Lori Jacobazzi Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000215518	Martin Palmer Metro A Hosting	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000215522	Brenda Johnson Metro A Hosting	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000215523	Nicole Chandler Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000215524	Jackie McAtee Metro A Hosting	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000215525	Andrea Cervantes-Camero Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000215529	Alicia Rodgers Application Support - PACMIS	Application Debbie Campbell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.89 0.89
INC000000215531	Terri L Garcia Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000215548	Janet Butterfield Rural South Desktop Support	Application Lance Nay	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215554	Alma Brotherson Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	WordPerfect Office 2002 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.25
INC000000215556	Jackie Dalton Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215560	Peggy Killian Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.73
INC000000215593	Shelley Dial Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 1.59
INC000000215595	Becky Chambers Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.63 4.61
INC000000215602	Cindy Bertagnolli Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.19 1.19
INC000000215604	Jean Sykes Rural Central Desktop Support	None Troy Morris	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000215607	Vicki Fenton Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.43

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INC000000215631	Kerry Daniels	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.17
INC000000215634	Ruth Dominguez	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215643	Patti Fryhling	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.24
INC000000215665	Randy J Thompson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215675	Ryan Betts	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.34
INC000000215681	Ryan Betts	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.33
INC000000215703	Illeen Beck	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.23
INC000000215731	Christopher Maughan	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.09
INC000000215741	Connie Tidwell	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215743	Terry MacFarlane	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215762	Kathy Wendel	Application	Error	WordPerfect Office 2002	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.80
INC000000215768	Alisa Gavaller	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215769	Natalie Hendrickson	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215771	Steven Opager	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215775	Phay Panh	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215777	Sefik Feukic	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000215780	Kaylee Ashdown	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.35

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INC000000215785	Mike Miller Application Support - CUBS	Application Clay Peacock	Error Workforce Services	Computerized Unemployment B Low	TIR Missed: Yes TTR Missed: Yes	TIR: 13.07 TTR: 13.07
INC000000215786	Julia Story Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.30
INC000000215790	Lisa A Anderson Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.42
INC000000215791	Cheryl Butler Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: Yes	TIR: 84.76 TTR: 85.88
INC000000215802	Cindy Bertagnolli Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.58 TTR: 0.58
INC000000215811	Dana Parke Rural Central Desktop Support	PC/Laptop Richard Packer	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.17
INC000000215823	Sherilyn Olsen Metro D North Desktop Support	Network Don Higgs	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215831	Darl Valdez Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.32
INC000000215832	Pokhui H Walters Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.31
INC000000215833	Jeanne McGavin Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.31
INC000000215834	Leta Bailey Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.30
INC000000215835	Leeann Herndon Metro D North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.32
INC000000215851	Steve Olsen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
INC000000215883	Lien Ly Help Desk	Application Brenda Treadway	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215885	Leyla Escobar Help Desk	Application Brenda Treadway	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215887	Sokhan York Help Desk	Application Vicky Marrelli	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000215894	Linda Lundberg Help Desk	Application Brenda Treadway	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000215895	Patrick Sandoval	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215913	Melanie Ferron	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215919	Felicia Kinder	None	None	None		TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215971	Diane Pfeifer	Application	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215972	Diane Pfeifer	Application	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215973	Diane Pfeifer	Application	None	None		TIR Missed: No	TIR: 0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215974	Diane Pfeifer	Application	None	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.51	
INC000000215975	Diane Pfeifer	Application	None	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.38	
INC000000215976	Diane Pfeifer	None	None	None		TIR Missed: No	TIR: 0.00
Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215977	Diane Pfeifer	Application	Error	None		TIR Missed: No	TIR: 0.00
Application Support - Content Man	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000215982	Lisa C Peterson	Application	Error	None		TIR Missed: Yes	TIR: 1.04
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.48	
INC000000215984	Blake Bingham	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12	
INC000000215985	Heather Nordgren	Application	Error	None		TIR Missed: No	TIR: 0.22
Application Support - Content Man	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22	
INC000000215989	Michelle Mileski	Application	Error	Content Manager		TIR Missed: No	TIR: 0.03
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03	
INC000000215990	Denice Springer	Application	Error	Content Manager		TIR Missed: No	TIR: 0.13
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.85	
INC000000216002	Michelle Phillips	None	None	None		TIR Missed: No	TIR: 0.04
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.81	
INC000000216016	Candace Rockwell	Application	Password	Content Manager		TIR Missed: No	TIR: 0.07
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.56	

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INC000000216028	Roberta Ivankovich	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.20
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000216036	Beverly Anderson	Application	Error	Content Manager		TIR Missed:	Yes	TIR:	2.20
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.20
INC000000216043	Perry Colette	Application	None	Content Manager		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000216044	Randi Carter	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.22
INC000000216045	Karen West	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.24
INC000000216063	Rachel Gehring	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000216078	Jill Kunde	Application	Password	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000216079	Tess Rawlinson	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000216091	Milton Olsen	Application	Password	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000216099	Jennika Sheldon	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.84
INC000000216104	Samantha Spradling	None	None	None		TIR Missed:	No	TIR:	0.31
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.31
INC000000216105	Michelle W Christensen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.13
INC000000216107	Laurie Ulibarri	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.94
INC000000216110	Jeana Bahr	Application	Reporting	Utah Works		TIR Missed:	Yes	TIR:	6.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	6.20
INC000000216117	Cindy Jones	Application	Error	None		TIR Missed:	No	TIR:	0.29
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.29
INC000000216124	Michelle Dalley	Application	Error	None		TIR Missed:	No	TIR:	0.28
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.28
INC000000216125	Joy Miles	Application	Error	None		TIR Missed:	No	TIR:	0.28
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.28

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INC000000216161	Peggy Barton	None	None	None		TIR Missed: Yes	TIR:	1.14
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000216165	Allen Nelson	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000216168	Cody Hansen	Application	Password	None		TIR Missed: Yes	TIR:	1.01
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000216170	Jeffrey Creer	Application	None	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000216172	Janet Cole	Application	None	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000216188	Jill Kunde	Application	Error	Content Manager		TIR Missed: No	TIR:	0.41
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000216197	Sharla Anderson	Application	Password	Content Manager		TIR Missed: Yes	TIR:	6.38
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.38
INC000000216198	Scott Johnson	Application	None	None		TIR Missed: Yes	TIR:	2.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.81
INC000000216206	Aaron D Christensen	Application	Error	None		TIR Missed: No	TIR:	0.26
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000216210	Alisha Clark	Application	Error	None		TIR Missed: No	TIR:	0.19
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000216215	Jake Parlett	None	None	None		TIR Missed: No	TIR:	0.12
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.67
INC000000216223	Rochele Jackson	Application	Error	None		TIR Missed: No	TIR:	0.56
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.23
INC000000216226	Chelsea Vanden Berg	Application	Error	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000216239	Jackie Dalton	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.12
INC000000216243	Leslie Henderson	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.85
INC000000216257	Rod Jensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000216263	Janos Carpenter	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000216269	Jacob Hartley	Application	Password	None		TIR Missed: No	TIR: 0.90
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.90
INC000000216272	Nathan Riggs	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.40
INC000000216278	Angela White	None	None	None		TIR Missed: No	TIR: 0.26
	Application Support - Content Man	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000216286	Diane Pfeifer	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.00
INC000000216289	Jeff Dejuncker	None	None	None		TIR Missed: No	TIR: 0.41
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.19
INC000000216291	Debra Slotboom	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000216292	Jeffrey Creer	Application	Error	Content Manager		TIR Missed: No	TIR: 0.07
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.17
INC000000216300	Linda Lundberg	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.90
INC000000216303	June Conn-Solomon	None	None	None		TIR Missed: No	TIR: 0.45
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000216306	Kevin Goldthorpe	Application	Error	Content Manager - Centralized I		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.51
INC000000216322	Gilda Castillo	Application	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000216325	Jenny Barrow	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000216327	Sergio Bernabeu	Application	Error	Content Manager		TIR Missed: No	TIR: 0.11
	Application Support - Content Man	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000216331	Leland Begaye	Application	Error	Content Manager		TIR Missed: No	TIR: 0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000216332	Gloria Jensen	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.33
INC000000216337	Maricela Flores	None	None	None		TIR Missed: No	TIR: 0.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000216339	Kathaleen Williams	Application	Error	None		TIR Missed: No	TIR: 0.26
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27

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INC000000216343	Joanne Austria	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.70
INC000000216345	Susan Quist	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216349	Julia Story	PC/Laptop	Error	Microsoft Office XP Professiona	TIR Missed: No	TIR: 0.17
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.29
INC000000216356	Kathi Robison	Application	Error	None	TIR Missed: No	TIR: 0.09
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09
INC000000216358	Vilma Flores	Application	Error	Content Manager	TIR Missed: No	TIR: 0.73
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.92
INC000000216363	Andrea Henderson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216372	Laurina Schouten	Application	Password	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216395	Marianne Turner	Application	Password	Content Manager	TIR Missed: No	TIR: 0.18
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000216402	Martha Mitchell	Application	Password	None	TIR Missed: No	TIR: 0.10
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.10
INC000000216407	Muris Prses	Application	Error	Content Manager	TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000216411	Jake Parlett	Application	Error	None	TIR Missed: No	TIR: 0.63
	Application Support - Content Man	Nate Olson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.63
INC000000216413	Rochele Jackson	Application	Error	None	TIR Missed: No	TIR: 0.61
	Application Support - Content Man	Nate Olson	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.11
INC000000216414	Glenda Swallow	Application	Error	None	TIR Missed: No	TIR: 0.77
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.39
INC000000216418	Wayne Fillmore	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216420	Lisa C Peterson	Application	Error	None	TIR Missed: No	TIR: 0.17
	Application Support - Content Man	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.73
INC000000216426	Jeffrey Creer	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.20
INC000000216436	James McCoy	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.46

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INC000000216439	Cesar Salazar	Application	Password	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000216447	Leilani Palmer	Application	Password	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.86
INC000000216451	Michelle Hill	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216465	June Conn-Solomon	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216469	Heather Shuman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.15
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.15
INC000000216471	Sharon Holmes	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.12
INC000000216477	Laurie Ulibarri	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216498	Leyla Escobar	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216510	Shannon Manchester	Application	Password	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.37
INC000000216535	Cody Brown	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR: 0.48
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.48
INC000000216541	Norman Keith	Application	Password	Content Manager	TIR Missed: No	TIR: 0.53
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.56
INC000000216543	Jackie McAtee	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.44
INC000000216545	Vilma Flores	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.61
INC000000216555	Dawna Blackett-Lopez	None	None	None	TIR Missed: No	TIR: 0.42
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.42
INC000000216557	Lisa C Peterson	Application	Error	None	TIR Missed: No	TIR: 0.07
	Application Support - Content Man	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.55
INC000000216559	Nikita Gonnuscio	None	None	None	TIR Missed: No	TIR: 0.72
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.02
INC000000216560	Kathy Link	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000216573	Rachana Keo	Application	Error	None		TIR Missed: Yes	TIR: 3.05
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.81
INC000000216576	Theresa R Wheatley	Application	Error	Microsoft Word		TIR Missed: Yes	TIR: 3.67
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.67
INC000000216581	Dean Godfrey	Application	Error	DWS Web		TIR Missed: No	TIR: 0.13
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.39
INC000000216601	Martha Jensen	None	None	None		TIR Missed: No	TIR: 0.11
	Application Support - Content Manager	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.51
INC000000216603	John Bowers	Application	Error	None		TIR Missed: No	TIR: 0.41
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000216605	Katie Dietz	None	None	None		TIR Missed: No	TIR: 0.95
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.95
INC000000216606	Vicki Hiett	Application	Error	content manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216617	Sev Kubota	None	None	None		TIR Missed: No	TIR: 0.29
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000216623	Susan M White	Application	Error	None		TIR Missed: No	TIR: 0.22
	Application Support - Content Manager	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.82
INC000000216626	Stella Lenzen	Application	Password	None		TIR Missed: No	TIR: 0.26
	Application Support - Content Manager	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000216627	Janelle Brown	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.08
INC000000216635	Shawn Jolley	None	None	None		TIR Missed: No	TIR: 0.17
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.79
INC000000216636	Kirsten Heaton	Application	Error	None		TIR Missed: Yes	TIR: 2.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.92
INC000000216643	Brad Anderson	Network	Password	Novell eDirectory		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.87
INC000000216646	Veronica M Valadez	PC/Laptop	Performance	Content Manager		TIR Missed: Yes	TIR: 1.37
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.34
INC000000216656	Sarah Tolbert	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216657	Stacy Anderson	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000216659	Jackie Nielson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216661	Sharon Smauldon	Application	Error	DWS Web	TIR Missed: No	TIR: 0.52
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.25
INC000000216662	Sharla Anderson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216666	Ruth Dominguez	None	None	None	TIR Missed: No	TIR: 0.25
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.25
INC000000216671	Kelly Johnson	None	None	None	TIR Missed: No	TIR: 0.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.24
INC000000216673	Lauren Barker	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216678	Stacy Anderson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216680	Susana Rollins	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000216683	Sarah Tolbert	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216685	Jared Price	Application	Password	None	TIR Missed: No	TIR: 0.67
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.67
INC000000216688	Stacy Anderson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216691	Sharla Anderson	Application	Password	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000216692	Alan Hansen	None	None	None	TIR Missed: No	TIR: 0.05
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000216715	George Aguilar	Application	Password	None	TIR Missed: No	TIR: 0.18
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.18
INC000000216716	Greg Gardner	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: Yes	TIR: 1.62
	Application Services	Danielle Hood	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.52
INC000000216722	Brenda Duvall	Application	Error	Utah Works	TIR Missed: No	TIR: 0.48
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.48
INC000000216724	Brodie Panter	Application	Error	DWS Capture	TIR Missed: No	TIR: 0.05
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.04

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INC000000216728	Jeremy Sheikh Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000216730	Vilma Flores Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216733	Jennika Sheldon Metro D North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000216741	Matt Green Metro A Desktop Support	Application Wayne Higgs	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000216743	Janice Bitsoie Operations Production Control	Mainframe Cal Brinton	Password Workforce Services	BlueZone Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.02 1.06
INC000000216749	Jennifer Mendoza Application Support - Content Manag	Application Tom Carney	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.73
INC000000216773	Robin Herrera Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000216775	Marty Przybyla Rural Central Desktop Support	Application Troy Morris	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 3.35
INC000000216780	Jana Kano Application Support - Content Manag	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.73
INC000000216784	Dorothy Williams Metro B Desktop Support	PC/Laptop Gary Graham	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 12.51
INC000000216789	Jenny Barrow Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
INC000000216798	Gail Nelson Stokes Rural South Desktop Support	None Scott Jesienouski	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.58
INC000000216803	Steve L Hansen Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000216810	Michael Atkin Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216819	Annie Sampho Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.30
INC000000216824	Kim Wilcox Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.09
INC000000216828	Gina Boren Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000216830	Alan Hansen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216834	Paula Rigby Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.46
INC000000216842	Laurel Morris Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000216848	Vilma Flores Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216853	Sylvia Pineda Voice Operations	Telecom Britany Finlay	Feature Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.50
INC000000216859	Toni Sierra Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Content Manager - Centralized I Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000216865	Samantha Moseley Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000216873	Piper Leon Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 1.21
INC000000216882	Jeff Godfrey Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216884	Mary Hualde Application Support - Content Man	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
INC000000216887	Paul Fasig Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216893	Jerry Pruitt Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.29 3.29
INC000000216895	Lisa Osborn Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216898	Kelly Johnson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.04 8.04
INC000000216899	George Aguilar Application Support - Content Man	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.60 1.63
INC000000216901	Carol Rogers Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216907	Dallen Adams Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000216908	Terry Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216916	Stephanie Woolworth	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216918	Norman Nakamura	None	None	None		TIR Missed: Yes	TIR: 1.85
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.85
INC000000216922	Judy Kearns	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216923	Diane Pfeifer	Application	Error	None		TIR Missed: No	TIR: 0.18
	Application Support - Web Dev	Luke Arabasz	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000216929	Barbara Andersen	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216932	Daniel Tate	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216939	Gloria De Vaca	Application	Error	None		TIR Missed: No	TIR: 0.12
	Application Support - Content Manag	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000216944	Vivian Brown	Application	Password	None		TIR Missed: No	TIR: 0.38
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000216954	Donna Robles	Application	Error	None		TIR Missed: No	TIR: 0.69
	Application Support - Content Manag	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.12
INC000000216958	June Conn-Solomon	Application	Error	None		TIR Missed: Yes	TIR: 3.26
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.26
INC000000216962	Teresa Gentry	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216965	Helen Hanson	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000216973	Dennie Tsuya	Application	Error	None		TIR Missed: No	TIR: 0.32
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000216992	Lorie Davis	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.16
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.09
INC000000217001	Doris Adams	None	None	None		TIR Missed: Yes	TIR: 1.29
	Application Support - Content Manag	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.29
INC000000217011	Tiffany Hagen	None	None	None		TIR Missed: Yes	TIR: 2.51
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.51

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INC000000217012	Tanya Steffen	Application	Error	None		TIR Missed: No	TIR: 0.19
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000217014	Brandon Andersen	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217015	Mike Cook	None	None	None		TIR Missed: Yes	TIR: 1.38
	Application Support - Content Manager	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.38
INC000000217020	Leslie Minaya	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217024	Jennifer Galloway	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217034	Joann Wetzel	None	None	None		TIR Missed: No	TIR: 0.17
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000217036	Kathy Deets	Application	Error	None		TIR Missed: No	TIR: 0.09
	Application Support - Content Manager	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000217038	Felicia Kinder	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000217041	Linda Rothenberger	Application	Error	Content Manager		TIR Missed: Yes	TIR: 5.73
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.73
INC000000217042	Misty Williams	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217048	Dee Snowball	Application	Error	BMI		TIR Missed: Yes	TIR: 2.65
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.93
INC000000217052	Danette Groesbeck	Application	Error	None		TIR Missed: No	TIR: 0.65
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.06
INC000000217053	Tina Kappos	None	None	None		TIR Missed: Yes	TIR: 2.15
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.15
INC000000217054	Joann Wetzel	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000217055	Stephanie Trappett	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217056	Collin Peterson	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.98
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.98
INC000000217057	Leyla Escobar	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19

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INC000000217064	Leyla Escobar	Application	Password	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000217067	Simone Ongoongotau	Application	Reporting	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.17
INC000000217068	Jon Brewer	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000217069	April Gerber	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000217070	Kathy Wendel	Application	None	WordPerfect Office 2002	TIR Missed: Yes	TIR: 4.94
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 4.94
INC000000217074	Abdi Sheikh	Application	Reporting	Content Manager	TIR Missed: No	TIR: 0.27
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.36
INC000000217075	Jamie Escobia	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.16
INC000000217082	Dane Hanvey	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000217084	Anna Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.32
INC000000217085	Chuck Richardson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.28
INC000000217086	Norma Pech-Rousin	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.25
INC000000217087	Galina Greer	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.14
INC000000217090	Anna Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.14
INC000000217093	Tala'ave Lakin	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.15
INC000000217096	Roseanna Bills	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.14
INC000000217097	Penni Dehaan	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.51
INC000000217098	Debra Nordfelt	None	None	None	TIR Missed: Yes	TIR: 1.67
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.67

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INC000000217100	Piper Leon	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000217107	Jill Turner	Application	Error	Content Manager		TIR Missed: No	TIR: 0.14
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000217110	Leisha Brown	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217113	Evan Loveless	Application	Error	Content Manager		TIR Missed: No	TIR: 0.24
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000217114	Valerie Martin	Application	Error	Content Manager		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000217118	Doris Adams	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.11
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.38
INC000000217119	Jerry Pruitt	Application	Error	Content Manager		TIR Missed: No	TIR: 0.34
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000217121	Deette Morrison	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217123	Deb Hiatt	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.35
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.60
INC000000217126	Connie Grace	Application	Error	Content Manager		TIR Missed: No	TIR: 0.65
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.27
INC000000217129	Kamarie Schiess	Application	Error	Content Manager		TIR Missed: Yes	TIR: 2.36
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.36
INC000000217130	Dennie Tsuya	PC/Laptop	Error	Content Manager - Centralized		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000217132	Shelley Long	Application	Error	Content Manager		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000217134	Cindy Bertagnolli	Application	Password	Content Manager		TIR Missed: No	TIR: 0.04
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000217135	Heidi R Thomas	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000217137	Crystal Beck	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000217138	Jackie Nielson	Application	Error	Content Manager		TIR Missed: No	TIR: 0.21
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30

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INC000000217139	Andrea Hayes	Application	Error	Content Manager	TIR Missed: No	TIR: 0.92
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 4.59
INC000000217140	Rebecca Williams	Application	Error	None	TIR Missed: Yes	TIR: 1.61
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.86
INC000000217141	Christopher Maughan	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.50
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.84
INC000000217147	Ryan Budge	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.78
INC000000217148	Dorothy Williams	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217151	Michele White-Milgate	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217152	Sylvia Pineda	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217153	Annamarie Collins	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217154	Kay Canterbury	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217160	Ann Barnson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217162	Shelley Esplin	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217164	Robin Parker	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217165	Jennifer Edwards	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217195	Arlene Beckstead	Application	Password	Content Manager	TIR Missed: No	TIR: 0.32
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.32
INC000000217197	Chris Williams	None	None	None	TIR Missed: No	TIR: 0.70
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.70
INC000000217201	Carmen Bento	Application	Error	Content Manager	TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Gary Graham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07
INC000000217205	Jim Jensen	Application	Error	Symantec AntiVirus	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Medium Closed	TTR Missed: No	TTR: 1.35

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INC000000217205	Jim Jensen Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Symantec AntiVirus Medium Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.35
INC000000217223	Susan Taggart Metro D North Desktop Support	Application Ruston McKay	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000217224	Lori Calvert Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217234	Larry Sparks Metro A Desktop Support	Application Robert Wall	None Workforce Services	Computerized Unemployment B Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.16 1.31
INC000000217236	Jenny Sanders Metro D North Desktop Support	Application Ruston McKay	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 5.35
INC000000217239	Debbie Garretson Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.42
INC000000217256	Elaine Jensen Rural South Desktop Support	Application Julie Christensen	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 3.16
INC000000217257	Anita Pedersen Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000217263	Karen Gardner Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000217265	Lane Anderson Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	35.26 35.26
INC000000217269	Ashley Johnson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000217270	Gary Newren Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000217272	David Marshall Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.72 5.65
INC000000217284	Norene Webster Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.91
INC000000217286	Katrina Evans Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 1.92
INC000000217289	Donna Collins Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000217298	Karen Ojeda Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.18

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INC000000217303	Lori Calvert Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217305	Lindsey Fowers Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000217306	Robert Birkinshaw Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000217313	Brenda Gallegos Rural South Desktop Support	None Lane Adams	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.08 1.08
INC000000217316	Leilani Palmer Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000217323	Kristen Floyd Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000217326	Doyle Bender Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 3.30
INC000000217332	Terri L Garcia Metro A Desktop Support	PC/Laptop Wayne Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.33
INC000000217334	Sonia Fowler Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.18
INC000000217335	Victoria Solares Metro A Hosting	Application Tom Carney	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 1.72
INC000000217336	Anna Rodriguez Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000217339	Rebecca D Anderson Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 1.65
INC000000217340	Mike Thomason Rural South Desktop Support	Application Meladye Shively	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 0.86
INC000000217341	Jana Nell Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.67
INC000000217346	Steffanie Hicks Metro D North Desktop Support	Application Ryan Casey	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217349	Tanya Wilson Rural Central Desktop Support	Application Paul Petersen	Error Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.74
INC000000217352	Cookie Chappell Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.30

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INC000000217353	Karla Gurnsey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.56 2.56
INC000000217357	Cathy Maynard Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 3.45
INC000000217359	Paula Bowen Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.43
INC000000217359	Paula Bowen Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.43
INC000000217363	Eric Wahlquist Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000217368	Jeudi Chav Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000217370	Marilyn Fischer Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000217381	Michelle Deprizio Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217382	Dean Godfrey Help Desk	PC/Laptop Brenda Treadway	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000217385	Lucretia McQueen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217387	Tamie Turcasso Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217391	Joann Wetzel Metro B Desktop Support	PC/Laptop Gary Graham	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.56 1.56
INC000000217393	Aida Moreno Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.17 9.17
INC000000217396	Jill Navidomskis Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000217397	Wendy Meyer Rural South Desktop Support	Application Meladye Shively	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.04
INC000000217404	Linh Tran Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000217423	Maricela Flores Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21

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INC000000217424	Joann Vanos	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217426	Patisepa Taula	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000217428	Bonnie L Kelsey	Application	Error	Content Manager		TIR Missed: No	TIR: 0.42
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.42
INC000000217442	Kathi Robison	Application	Error	Content Manager		TIR Missed: No	TIR: 0.23
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000217447	George Aguilar	Application	Error	Content Manager		TIR Missed: No	TIR: 0.19
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000217461	Susan M White	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.54
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000217468	Dimang Chao	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.23
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000217473	Veronica M Valadez	Application	Error	Content Manager		TIR Missed: No	TIR: 1.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.54
INC000000217484	Dorothy Williams	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000217487	Tracie Williams	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000217488	Bob Coash	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.09
INC000000217496	Bill Eckenbrecht	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.06
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.06
INC000000217501	Shannon Manchester	Application	Error	Content Manager		TIR Missed: No	TIR: 0.07
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000217504	Ben Mortensen	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217505	Lynda R Myore	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000217506	Nathan Simpson	Application	Error	Content Manager		TIR Missed: Yes	TIR: 2.51
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.51
INC000000217514	Tom Olsen	Application	Error	Content Manager		TIR Missed: No	TIR: 0.81
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.82

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INC000000217516	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000217517	William Greer	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000217520	Laneth Hang	Application	Error	Content Manager		TIR Missed: No	TIR: 0.26
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000217521	Christine Mayne	Application	Error	Content Manager		TIR Missed: Yes	TIR: 6.57
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.57
INC000000217524	Tricia Cox	Application	None	None		TIR Missed: No	TIR: 0.18
	Campus Networking	Charmaine Malan	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000217530	Darl Valdez	Application	Error	Content Manager		TIR Missed: Yes	TIR: 6.47
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.47
INC000000217533	Miguel Gonzalez	Application	Error	Content Manager		TIR Missed: No	TIR: 0.17
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000217539	Jana Nell	Application	Error	Content Manager - Centralized I		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.35
INC000000217544	Heather Loertscher	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.10
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000217553	Scott Taylor	Application	Error	Content Manager		TIR Missed: No	TIR: 0.20
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000217563	Leslie Judd	Application	Error	Content Manager		TIR Missed: No	TIR: 0.95
	Rural Central Desktop Support	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.45
INC000000217572	Laurie Johnson	Application	Error	Content Manager		TIR Missed: No	TIR: 0.37
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75
INC000000217574	Bethany Oporto	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000217591	Bonnie Johnson	Application	Error	Content Manager		TIR Missed: No	TIR: 0.89
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.18
INC000000217607	Debbie Serrano	Application	Error	Content Manager		TIR Missed: No	TIR: 0.40
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.55
INC000000217608	Brodie Panter	Application	Error	Content Manager		TIR Missed: No	TIR: 0.40
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.39
INC000000217618	Devin Patrick	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03

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INC000000217625	Chris Witney	Application	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.83
INC000000217626	Lori B Mair	Application	Error	Content Manager	TIR Missed: No	TIR: 0.35
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.35
INC000000217628	Jana Nell	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.85
INC000000217629	Gaylene Powell	None	None	None	TIR Missed: No	TIR: 0.05
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000217664	Carolyn Rowland	Application	Error	Content Manager	TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.02
INC000000217667	Rebekah Collingwood	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217669	Debbi Warmus	Application	Error	Content Manager	TIR Missed: No	TIR: 0.27
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.27
INC000000217672	Arlene Beckstead	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.17
INC000000217689	Bryan Kessinger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217696	Alan Holbrook	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217705	Judy Mattinson	None	None	None	TIR Missed: No	TIR: 0.29
	Metro A Hosting	Keith Scholl	Workforce Services	Medium Closed	TTR Missed: No	TTR: 0.47
INC000000217706	Christina Gale	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217707	Kym Ney	Application	Error	Content Manager	TIR Missed: No	TIR: 0.36
	Metro B Help Desk	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.36
INC000000217721	Kym Ney	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.02
INC000000217730	Lance Soffe	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.33
INC000000217738	Devin Shipp	Application	Error	Content Manager	TIR Missed: Yes	TIR: 3.25
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.46
INC000000217741	Janeal Dugmore	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.39

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INC000000217750	Tim Early Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Web Site Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000217752	Toni Sierra Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000217757	Erin Cockerham Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
INC000000217758	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217760	Michelle Mileski Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.59 1.59
INC000000217762	Jacqueline Gene Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager - Centralized Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.84
INC000000217763	Erin Cockerham Operations Production Control	Application Christie Burnham	Password Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.74
INC000000217766	Lindsey Caffall-Davis Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000217773	Carolyn Parsons Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000217775	Alan Pettersson Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217780	Dave Laycock Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000217786	Carrie Peterson Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217791	Amber Trussell Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 1.11
INC000000217811	Jodi Hicks Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217812	Melanie Ferron Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217814	Dyanna Butterworth Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217816	Kelly Spafford Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000217817	Theresa Tann Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217818	Christina Gale Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217820	Susana Rollins Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217821	Dallen Adams Metro D North Desktop Support	Application Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98
INC000000217822	Peggy Duncan Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217823	Susan Weaver-Levet Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217825	Vilma Flores Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217826	Lillie Coleman Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217829	Karla Gurnsey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217831	Gilda Castillo Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217832	Marilu Uribe Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217835	Beverly Anderson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217837	Sheila Fry Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217842	Debbie Stavros Application Support - Content Manager	None Randall Ottesen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62
INC000000217846	Kandice Adams-Ayers Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217849	Lida Khoshal Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217850	Becky Williams Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000217854	Lauri Wunderlich Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000217855	Michelle Smith Metro A Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000217869	Susan Quist Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217881	Christi Seger Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.80 8.80
INC000000217882	Michelle Meyer Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.13 5.70
INC000000217885	Vicki Hiett Metro B Help Desk	Application Ron LeBaron	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.38
INC000000217886	Carroll Cropper Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.24
INC000000217888	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217891	Carroll Cropper Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.87
INC000000217901	Cindy Bertagnolli Application Support - Content Management	Application Nate Olson	Error Workforce Services	DWS Capture Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 2.53
INC000000217913	Martha Jensen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000217915	Lyndie Degraw Rural South Desktop Support	Network Lance Nay	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217919	Lauren Barker Rural South Desktop Support	Network Lance Nay	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217968	Melanie Curtis Rural South Desktop Support	Application Lance Nay	None Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217973	Rebecca Hatch Rural South Desktop Support	Application Lance Nay	None Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217975	Dirk Dopp Rural South Desktop Support	Application Lance Nay	None Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000217981	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000217983	Traci Cahill	Application	None	Avaya IP Softphone	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217984	Shunda Pope	Application	None	Avaya IP Softphone	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217988	Steven Jenson	None	None	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217993	Gaylene Pebley	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000217997	Melanie Ferron	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000217998	Dora Ward	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218003	Donna Robles	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000218005	Sonia Ayala	Application	Error	Utah Works	TIR Missed: Yes	TIR: 7.13
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: Yes	TTR: 7.13
INC000000218014	Heather Sawley	Application	Password	DWS Capture	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.02
INC000000218020	JaNea Lund	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218038	Julie Lay	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000218039	Timothy Dye	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07
INC000000218044	Cookie Chappell	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.21
	Voice Operations	Annette Nielsen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.24
INC000000218048	Sallie Muir	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000218052	Ler Wah	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000218053	Robin Parker	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218055	Shelley Esplin	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000218057	Lela King	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218059	Darren Sheffer	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218063	Sonja Sheffer	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218065	Forest Turner	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218069	Cathy Bell	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218071	Cynthia McDaniel	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218074	Darrin Jenson	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218078	Brenda Duvall	Application	Error	DWS Capture	TIR Missed: No	TIR: 0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.32
INC000000218084	Marles Oldroyd	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218112	Brenda Turner	PC/Laptop	Virus	None	TIR Missed: Yes	TIR: 1.95
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.95
INC000000218120	Brenda Turner	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.86
INC000000218122	Illeen Beck	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09
INC000000218125	Mary Ann Keefer	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.21
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.21
INC000000218126	Dawn Nelson	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000218127	Richard Fairchild	Telecom	Area Code	None	TIR Missed: No	TIR: 0.39
	Voice Operations	Pete Gall	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000218129	Darla Roberts	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.22
INC000000218135	Brenda Duvall	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000218136	Melody Farnsworth	Application	None	None		TIR Missed: No	TIR: 0.27
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27
INC000000218144	Kathy Deets	Application	Error	DWS Capture		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000218145	Gary Newren	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000218149	Scott Hawkes	Application	Error	Content Manager		TIR Missed: No	TIR: 0.56
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000218157	Amy Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000218160	Angela Kirsling	Application	Error	None		TIR Missed: Yes	TIR: 4.87
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.87
INC000000218161	Gilda Castillo	Application	Error	Content Manager - Centralized I		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000218166	Jeana Bahr	Application	None	None		TIR Missed: No	TIR: 0.00
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218172	Chris S Allen	Application	Error	None		TIR Missed: Yes	TIR: 4.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.77
INC000000218203	Richard Donegan	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000218215	Nolan Warby	Application	Password	State Payroll Time Entry System		TIR Missed: No	TIR: 0.19
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000218221	Jodi Hicks	Application	Error	Mozilla Firefox		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218222	Sherry Bird	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.02
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000218234	Darija Cerninski	Application	Error	Content Manager		TIR Missed: No	TIR: 0.25
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000218248	Mary Sue McMillan-Wong	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000218253	Susan M White	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.40
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.40
INC000000218255	Desiree Jones	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.15
	Application Support - IVR	Janis Race-Bigelow	Workforce Services	Medium	Resolved	TTR Missed: Yes	TTR: 58.59

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INC000000218267	Janet Deane Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000218268	Veronica M Valadez Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.24
INC000000218269	Mitch Romo Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000218278	Laura Uitto Metro A Desktop Support	PC/Laptop Rodney Austin	Virus Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000218280	Melisa Stark Application Support - Content Manag	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.29
INC000000218282	Terry MacFarlane Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218284	Gregory Bates Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000218287	Kym Ney Rural Central Desktop Support	None Robert Case	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.69
INC000000218288	Kimber Burks Metro D North Desktop Support	Application Don Higgs	Password Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.67
INC000000218290	Aaron D Christensen Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.18
INC000000218299	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218302	Kimber Burks Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000218309	Randilee Spencer Rural Central Desktop Support	Network Richard Packer	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
INC000000218310	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218318	Janos Carpenter Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218323	Alexia Murphy Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000218334	Verlin Christensen Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05

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INC000000218335	Teal Davis	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218348	Melissa Romero-McKean	Application	Error	Content Manager		TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000218358	Danielle Nelson	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000218368	Steve L Hansen	None	None	None		TIR Missed: No	TIR: 0.18
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000218370	Gabriel Ghibirdic	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218373	Onalee Wilson	Application	Error	Content Manager		TIR Missed: No	TIR: 0.94
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.94
INC000000218383	Deni Swanger	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.51
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.47
INC000000218386	Tara Hodges	Application	Error	Content Manager		TIR Missed: No	TIR: 0.90
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.99
INC000000218393	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218396	Annie Granger	None	None	None		TIR Missed: Yes	TIR: 2.01
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.01
INC000000218399	Stephen Nebeker	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000218403	Rene Meza	None	None	None		TIR Missed: No	TIR: 0.18
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000218426	Natalie Knudson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218427	Michael Barrett	Application	Error	DWS Web		TIR Missed: Yes	TIR: 56.87
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 58.16
INC000000218439	Sylvia Pineda	Application	Error	Content Manager		TIR Missed: Yes	TIR: 3.36
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.38
INC000000218442	Maria Nak	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.32
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.32
INC000000218459	Amberly Mikstas	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.08

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INC000000218463	Marilyn Wallis Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	DWS Web High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000218472	Alan Christofferson Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000218474	Jenine Wood Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 0.95
INC000000218475	Merrill Black Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000218478	Terry Lisonbee Rural South Desktop Support	Application Joel Finlinson	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.49 2.49
INC000000218480	Jill Turner Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000218490	Claudio Arancibia Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000218497	Lindsey Caffall-Davis Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218511	Tauna Woolley Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.64
INC000000218525	Kelley R Meredith Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000218531	Michelle Meyer Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 2.11
INC000000218541	Nikki Cox Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.45 1.45
INC000000218542	Mary Zorn Rural South Desktop Support	Network Lane Adams	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.46 1.46
INC000000218545	Rebecca Banner Operations Production Control	Application Cal Brinton	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000218546	Mandy Petersen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000218547	Doris Robinson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000218555	Irina Pierpont Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.73 1.74

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INC000000218561	Bridget Keller Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.17
INC000000218567	Dana Parke Rural Central Desktop Support	PC/Laptop Richard Packer	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000218592	Kathy Jensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218608	Kathryn Murdock Application Support - Content Man	Server Nate Olson	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.44
INC000000218611	Amber Trussell Application Support - Content Man	Server None	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000218615	Robert Birkinshaw Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000218617	Jeremy Robinson Application Support - Content Man	Server None	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000218618	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218622	Michelle Mileski Application Support - Content Man	Server None	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000218623	Roseanna Bills Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000218627	Kathy Jensen Application Support - Content Man	Mainframe Nate Olson	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.61
INC000000218628	Susana Rollins Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager - Centralized I Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.11
INC000000218630	Roseanna Bills Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218635	Heather Shuman Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000218636	Karen Shepherd Rural South Desktop Support	PC/Laptop Lance Nay	Virus Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218638	Cindy Bertagnolli Application Support - Content Man	None Nate Olson	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.29 3.29
INC000000218639	Thor Lee Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10

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INC000000218642	Gerald Gappmayer Rural South Desktop Support	PC/Laptop Meladye Shively	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.66
INC000000218651	Laneth Hang Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager - Centralized I Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.61
INC000000218657	Stephanie Harding Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000218665	Gina Boren Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218676	Shelly Bureson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.08 3.08
INC000000218677	Mary Jayne Richins Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000218689	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218691	John Talcott Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218700	Emily Keller Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218707	Janos Carpenter Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218710	Jocelyn Juber Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.63 2.63
INC000000218711	Nicola Stark Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218715	Felicia Kinder Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000218721	Felicia Kinder Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000218722	Ashley Davis Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218723	Kristen Floyd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218726	Brooke Coster Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78

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INC000000218732	Michael Barrett	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.39
INC000000218740	Lee Odekirk	None	None	DWS Capture		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000218747	Dallen Adams	None	None	Content Manager		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000218751	Brandon Andersen	None	None	DWS Capture		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000218766	Koral Vasquez	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000218770	Sherry Bird	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000218781	Greg Paras	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000218798	Darren Sheffer	Network	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000218799	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000218804	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000218805	Sonja Sheffer	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000218807	Gavin Mangelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000218818	Laura Liddell	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR:	0.43
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.43
INC000000218822	Bonnie L Kelsey	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.22
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.22
INC000000218832	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000218834	Minka Tasevac	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000218841	Melody Farnsworth	Application	Error	DWS Capture		TIR Missed: No	TIR:	0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.39

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INC000000218849	Michelle Viertel Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000218855	Ledia Kita Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
INC000000218877	Mona Delgado Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218917	Lance Soffe Technical Lead/Project Manager	None James Kammeyer	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
INC000000219007	Linda Harris Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219059	Scott Jensen Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000219062	Donna Ferrozio Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219065	Gary Waters Metro A Help Desk	PC/Laptop Liz Evans	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219071	June Bradfield Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.92 5.92
INC000000219082	Kathy Hintze Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000219087	Katie Hanway Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.44
INC000000219098	Paula Rigby Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.62
INC000000219104	Krzysztof Barchanski Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Error Workforce Services	Norton AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000219122	Anita Kramer Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000219128	Ryan Rock Application Support - CUBS	Application Clay Peacock	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.38
INC000000219131	Julie Beagley Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219137	Amy Barnes Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000219142	Linda Wallentine Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219144	Tina Kappos Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219152	Sherra Lynn Westover Rural Central Desktop Support	PC/Laptop Richard Packer	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000219153	Teri Nolen Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.25
INC000000219155	Becky Williams Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219157	Amy Barnes Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219162	Zenaida Martinez Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000219165	Katherine Abel Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219170	Jodie Ward Metro D North Desktop Support	Application Ruston McKay	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000219180	Rachelle Rypien-Walker Help Desk	Application Vicky Marrelli	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000219183	Leora Lopez Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000219188	Connie Shearwood Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000219190	Patricia Oneil-Smith Application Support - UWORKS	Application Eric Strong	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000219194	LeAnn Muranaka Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 1.37
INC000000219202	Frank Trivino Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219208	Margo Weeks Rural Central Desktop Support	Network Jay Barfuss	Performance Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.93
INC000000219224	Tiffany Turley Metro A Help Desk	Wireless Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07

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INC000000219232	Sandy Goulden Rural South Desktop Support	Application Julie Christensen	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 1.22
INC000000219236	Kim Dinh-Nguyen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000219246	Michael Parker Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000219250	Zeze Rwasama Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.01
INC000000219253	Shelley Dial Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000219259	Fran Cannard Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 3.13
INC000000219276	Ingrid Alvarado-Hamilton Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000219278	Paula Tinoco Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219282	Debra Shelley Application Services	Application Eva Cornish	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.23 13.10
INC000000219283	Lori Calvert Metro D North Desktop Support	Network Kathleen Gill	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219290	Ashley Johnson Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000219300	Cindy Bertagnolli Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
INC000000219301	Terry L Banks Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.89
INC000000219308	Kathy Link Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.31 6.07
INC000000219311	Bridgit Wekluk Help Desk	Application Vicky Marrelli	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219319	Carolyn Rowland Metro A Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000219330	Cindy Bertagnolli Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02

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INC000000219336	Joe Edman	Application	Reporting	Microsoft Project	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.15
INC000000219337	Bonnie L Kelsey	Network	Incident	Internet Explorer	TIR Missed: No	TIR: 0.97
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Closed	TTR Missed: Yes	TTR: 6.27
INC000000219340	Liliana Lao	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000219346	Melissa Daymont	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09
INC000000219348	Jeffrey Creer	Application	Error	Content Manager	TIR Missed: No	TIR: 0.45
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000219355	Gregory Whittaker	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000219358	Karen Thomas	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000219360	Cindy Bertagnolli	Application	Error	None	TIR Missed: No	TIR: 0.61
	Application Support - Content Management	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.61
INC000000219371	Lori Giacoletto	Application	Error	None	TIR Missed: No	TIR: 0.10
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.10
INC000000219376	Connie Shearwood	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.52
INC000000219378	Colleen Fitzgerald	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.23
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.23
INC000000219380	Cindy Bertagnolli	Application	Error	None	TIR Missed: Yes	TIR: 1.11
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.11
INC000000219383	Abdi Sheikh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.57
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.57
INC000000219385	Sheryl St Clair	Application	Password	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219387	Lori Calvert	Application	Error	Mozilla Firefox	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219396	Jon Pierpont	Mobile Devices	Error	Novell GroupWise	TIR Missed: Yes	TIR: 1.35
	Help Desk	Sarah Johnson	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.35
INC000000219401	Marion Davis	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.28

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INC000000219419	Christopher Myers Rural South Desktop Support	Application Julie Christensen	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000219425	Melissa McBride Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219426	Tracie Williams Rural Central Desktop Support	PC/Laptop Colin Bodkin	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.11
INC000000219432	Ashley Davis Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219434	Jackie Christensen Rural Central Desktop Support	Application Jeremy Standifird	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000219438	Rhonda Buttars Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219449	Brenda Martin Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219455	Richard Bischoff Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219474	Danielle Wilson Application Support - EFIND	Application Trent Ady	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.89
INC000000219475	Toni Thayn Metro A Help Desk	Application Liz Evans	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219476	Terry MacFarlane Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 2.53
INC000000219477	Lucy Guerrero Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000219480	Alan Norton Metro D North Desktop Support	Application Kathleen Gill	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219481	Barbara Hollister Rural South Desktop Support	Application Lane Adams	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.68
INC000000219483	Kelsey Garner Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.92 1.08
INC000000219488	Gail Boyd Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.89
INC000000219493	Daniel Heyworth Rural Central Desktop Support	Print/Copy/Scan/Fax Richard Packer	Incident Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.61

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INC000000219495	Rachelle Rypien-Walker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219502	Joseph Knudson	Network	Incident	None		TIR Missed:	No	TIR:	0.38
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.97
INC000000219534	Matt Green	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.03
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000219539	Laura Uitto	Wireless Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000219540	Paula Johns	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000219561	Cathy Swain	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.43
INC000000219564	Robert Birkinshaw	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.02
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000219566	Felecia Maxfield	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.26
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.41
INC000000219580	David Chatterley	Application	Error	None		TIR Missed:	No	TIR:	0.53
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.43
INC000000219587	Verlin Christensen	Application	Error	Mozilla Firefox		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219590	Nancy Galt	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000219593	Pamela Howcroft	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000219600	Katie Hanway	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.32
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.32
INC000000219613	Joel Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219616	Jolyn Bevan	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000219641	Frances Curley	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.01
INC000000219653	Debbie Lyberger	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000219658	Donna Robles Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000219662	Steve Olsen Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219676	Laurie Ulibarri Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000219678	Brenda Gallegos Rural South Desktop Support	Application Lane Adams	Reporting Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.87 1.87
INC000000219681	Jackie McAtee Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219686	Shawn Jolley Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219689	Theresa Tann Metro A Hosting	Wireless Connectivity Chris Kunde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000219690	Betsy Ray Metro A Hosting	Server Chris Kunde	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000219693	Lorie Davis Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.34 6.02
INC000000219697	CindaLee Hall Metro A Hosting	Server None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219699	Kim Wilcox Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000219702	Kathy Martinez Metro A Hosting	Server Chris Kunde	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219704	Brodie Panter Application Support - Web Dev	None Dave Clark	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 3.11
INC000000219707	Rick Maners Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000219709	Brad Anderson Rural Central Desktop Support	PC/Laptop Jay Barfuss	Password Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000219714	Casey Erickson Metro A Desktop Support	PC/Laptop Rodney Austin	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.18 1.18
INC000000219717	Verner Iglesias Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 2.16

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INC000000219720	Chad Carter	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000219723	Susan M White	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.02
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000219745	Mitch Romo	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000219753	Julie Turner	Application	Password	eFIND/eSHARE		TIR Missed:	No	TIR:	0.72
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.82
INC000000219759	Michelle Mileski	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219761	Carolyn Nay	Application	None	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.75
INC000000219762	Heather Loertscher	Application	Reporting	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.66
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.73
INC000000219764	Heather Loertscher	Application	None	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000219765	Anne Chase	PC/Laptop	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219782	Lane Anderson	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000219784	Robert Birkinshaw	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219787	Noelle Bradford	Server	Error	None		TIR Missed:	Yes	TIR:	1.17
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.17
INC000000219789	Sherida Hicks	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000219793	Gerald Brown	Application	Reporting	Novell GroupWise		TIR Missed:	Yes	TIR:	1.55
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.67
INC000000219795	Connie I Fowler	None	None	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000219829	Tamra Tyler	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219864	Cathy Bell	Application	None	Content Manager		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000219869	Ann Durrant	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.17
INC000000219885	Joe Salazar	Application	Password	None	TIR Missed: No	TIR: 0.54
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.54
INC000000219891	Melanie M Hales	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219894	Shane ODell	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000219901	Claudia Mora	Application	Error	None	TIR Missed: No	TIR: 0.20
	Metro A Hosting	Chris Kunde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.38
INC000000219902	Jamie Escobia	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000219903	Helen Hadad	Application	Error	Content Manager	TIR Missed: No	TIR: 0.18
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000219907	Bridgit Wekluk	Application	None	Content Manager	TIR Missed: No	TIR: 0.15
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.15
INC000000219909	Milton Olsen	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219911	Ruth Warby	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219913	Pearl Le	None	None	None	TIR Missed: No	TIR: 0.21
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.21
INC000000219915	Jenny Barrow	Application	Error	Content Manager	TIR Missed: No	TIR: 0.33
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.33
INC000000219923	Mary Ann Keefer	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219936	John Talcott	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.08
INC000000219946	Verner Iglesias	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.28
INC000000219965	Bridgit Wekluk	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000219975	Jan Clutter-Lynn	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000219976	Sandra Pyper Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219981	Kim Auberger Metro A Desktop Support	Network Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219985	Christina Gale Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220018	Scott Johnson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220028	Sandy Goulden Rural South Desktop Support	Network Julie Christensen	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220030	Derrek Larson Metro A Desktop Support	Application Nancy Hachmeister	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000220044	Lynette Baker Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000220046	Spencer Larsen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000220078	Diane Pfeifer Security	Application Sharon Smith	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	39.65 39.65
INC000000220080	Diane Pfeifer Application Support - Web Dev	Application Dave Clark	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.23 6.03
INC000000220081	Michelle Deprizio Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220100	Nicole Kerwood Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220116	Anthony Knight Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220118	Shasta Rebol Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220124	Nancy Galt Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000220138	Jeffrey Geertsens Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220154	Jenny Barrow Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000220159	Karen Guymon Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220160	Mark Sorenson Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.17
INC000000220166	Brenda Duvall Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220196	Jacob Smith Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220204	Diane Lovell Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220234	Leyla Escobar Metro A Help Desk	Application Liz Evans	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000220236	Marie Higgins Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220240	Lynda Bonner Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220252	Jimmy Smith Metro A Desktop Support	Wireless Connectivity Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.62 5.40
INC000000220261	Lanelle Windley Metro A Desktop Support	PC/Laptop Mike Wilde	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220277	Scott Jensen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000220281	Rhonda Hypio Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000220289	Amber Hadley Voice Operations	Telecom Annette Nielsen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.94
INC000000220292	Jared Price Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000220295	Jacqueline Gene Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.82
INC000000220299	Liz Lobato Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220334	Brent Newren Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13

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INC000000220337	Jana Kano Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000220343	Janet Cole Application Support - Content Manag	Application Nate Olson	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.58
INC000000220357	Bonnie L Kelsey Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220363	Shauna Vigil Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220367	Anthony Hughes Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220371	Carolyn Nay Rural Central Desktop Support	PC/Laptop Richard Packer	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000220379	Gary Waters Metro A Desktop Support	PC/Laptop Robert Wall	Virus Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 3.60
INC000000220381	Kamron Dalton Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
INC000000220382	Ann Padlo Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220404	Gary C Williams Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220421	Amberly Mikstas Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000220425	Steve Price Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000220430	Mary Hualde Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000220440	Scott Smith Metro A Desktop Support	Network Robert Wall	Performance Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 2.99
INC000000220446	Steve Price Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000220448	Allyson Isom Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220467	Sara Hudgins Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.44 1.44

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INC000000220468	Ashley Ledbetter Metro A Desktop Support	Application Rodney Austin	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000220478	Charise Asleson Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 5.68
INC000000220483	Carilee B Wilson Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 1.37
INC000000220490	Merrill Black Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000220491	Carol Goode Metro A Hosting	Application Jeff Bartholomew	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000220497	Susan Kirby Application Support - Oracle	Application Tony Hess	Error Workforce Services	Medicaid Managed Care System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 5.96
INC000000220502	Betsy Ray Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.11 4.11
INC000000220505	Gary C Williams Metro A Help Desk	Application Liz Evans	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000220526	Wendi Jo Knighton Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.23
INC000000220531	Becky Kalaher Metro A Help Desk	Network Liz Evans	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220538	Mitch Romo Metro A Hosting	Application Chris Kunde	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000220543	Kean Healy Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000220550	Jody McMillan Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000220556	Kimberly Reyburn Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000220566	Debbie Torres Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.35
INC000000220577	Susan Kirby Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Medicaid Managed Care System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000220581	Sharlene T Christensen Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000220582	Paul Birkbeck Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000220589	Cherice Bridges Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000220608	Tricia Matz-Underwood Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000220609	Janet Romo Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000220614	Stephen Nebeker Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220620	Sammy Batarseh Voice Operations	Telecom Britany Finlay	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.96
INC000000220622	Delana White Voice Operations	Telecom Annette Nielsen	Call/Receive Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.18
INC000000220626	Jane Gardner Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000220667	Heather Loertscher Rural Central Desktop Support	PC/Laptop Richard Packer	Password Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000220696	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220702	Clint Beebe Metro A Hosting	Server Chris Kunde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000220705	Sandy Terry Metro A Desktop Support	Wireless Connectivity Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000220711	Tom Petersen Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.90 2.91
INC000000220757	Drew Maxfield Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220760	Matt Green Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000220785	Shallen Kimber Metro D North Desktop Support	None Ruston McKay	None Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000220798	Ashley Nielsen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.64 1.64

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INC000000220799	Mark Allen Peterson Metro A Desktop Support	Application Mike Beynon	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000220807	Karen Shepherd Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220831	Lela King Rural South Desktop Support	Network Lance Nay	Incident Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220836	Tracy Carpenter Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000220848	Jodie Ward Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220861	Julie Turner Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220863	Jill Bingham Metro D North Desktop Support	Application Kathleen Gill	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220918	Kathy Richards Metro A Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000220920	Candace Rockwell Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220921	Susy M Westphal Metro A Help Desk	Remote Connectivity Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000220929	Jacob Smith Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000220948	Katie Hanway Help Desk	Network Vicky Marrelli	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000220957	Sherri Kirk Application Services	Application Eva Cornish	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 0.49
INC000000220965	Michelle Deprizio Application Support - APEX	Application Bonnie Snider	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 1.32
INC000000220968	Verlin Christensen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000220980	Sandy Flores Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221002	Katie Hanway Voice Operations	Telecom Annette Nielsen	Dial Tone Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.37

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INC000000221025	Harut Torosyan Metro A Hosting	None Keith Scholl	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.69
INC000000221027	Ernest Ramos Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221028	Clayton Taylor Rural Central Desktop Support	Network Colin Bodkin	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000221030	Shane Ross Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 23.30
INC000000221031	John Paul Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000221040	Marty Przybyla Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.13
INC000000221043	Nikki Cox Metro A Desktop Support	Network Robert Wall	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 2.27
INC000000221047	Lori Calvert Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000221065	Jane Burt Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.01
INC000000221068	Kari Marler Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000221076	Terri Waters Rural South Desktop Support	Network Lance Nay	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221097	Tasiaefe Mapu-Sandoval Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000221098	Clayton Toone Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000221100	Marci Benson Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57
INC000000221108	Tim Davies Rural Central Desktop Support	PC/Laptop Troy Morris	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.62
INC000000221113	Kandi Kutkas Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.76
INC000000221130	Kathryn Causey Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.00

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INC000000221137	Jody McMillan Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000221162	Tammy M Cole Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 1.27
INC000000221171	Michelle Wright Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221190	Jackie Bryant Voice Operations	Application Julie Sabato	Error Workforce Services	Avaya CentreVu Supervisor Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.39
INC000000221212	Victoria Solares Application Support - Content Man	Application Nate Olson	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.73 2.43
INC000000221240	Martha Jensen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 1.43
INC000000221244	Neil Stevens Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.03
INC000000221260	Natalie Henderson Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	WordPerfect Office 2002 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.17
INC000000221262	Jefferson Barrett Application Support - Content Man	Application Nate Olson	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 5.44
INC000000221268	Terry L Banks Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	Error Code Workforce Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.62
INC000000221270	Toni Sierra Voice Operations	Telecom Gail Christiansen	Feature Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.10 5.77
INC000000221274	Toni Sierra Voice Operations	Telecom Kelly Johnson	Hardware Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.53
INC000000221309	Linda Lundberg Metro A Help Desk	Remote Connectivity Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000221321	Jan Clutter-Lynn Metro A Desktop Support	Print/Copy/Scan/Fax Nancy Hachmeister	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221324	Jeff Shockley Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221348	Gary C Williams Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000221360	Samuel Hendricksen Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.90

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INC000000221362	Chris Witney	Application	None	Mozilla Firefox		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000221377	Thor Lee	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000221384	Carina Larson	Application	Password	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000221387	Lorelei Church	Application	Error	Content Manager		TIR Missed: No	TIR: 0.04
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000221388	Teri Nolen	Application	Password	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000221389	Keith Collinwood	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.63
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.25
INC000000221397	Cindy Bertagnolli	Application	Password	None		TIR Missed: No	TIR: 0.25
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000221405	Kamron Dalton	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.05
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000221422	Teri Nolen	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000221432	Juan Lucero	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000221443	Lani Wilson-Klingsporn	Application	Password	Content Manager		TIR Missed: No	TIR: 0.17
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000221452	Jolie Jacobsen	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000221471	Lon Bowen	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.56
INC000000221474	Vicki J Jensen	None	None	None		TIR Missed: No	TIR: 0.14
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 15.20
INC000000221476	William Tenney	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000221491	Stacy Anderson	PC/Laptop	Performance	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000221496	Lance Softe	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18

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INC000000221511	Debbie Lyberger Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000221556	Karen Thomas Metro A Desktop Support	Application Tracy VanderVaart	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.77
INC000000221571	Paula Rigby Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221627	Patricia Oneil-Smith Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000221647	Karen Guymon Metro D North Desktop Support	None Jon Vanderwood	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221655	Gill Johns-Young Metro A Desktop Support	PC/Laptop Robert Wall	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.88
INC000000221666	Rebecca D Anderson Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221673	Kelly Lemons Metro D North Desktop Support	PC/Laptop Ryan Casey	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221711	Lauren Barker Rural South Desktop Support	Application Lance Nay	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000221761	Faye Hubbard Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221764	Gary Kimber Metro A Desktop Support	PC/Laptop Mike Wilde	Error Workforce Services	Microsoft Office 2003 Professior Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221836	Sandra Evans Operations Production Control	Application Cal Brinton	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
INC000000221863	Phuc Nguyen Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221867	Bart Benson Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.67
INC000000221874	Dale Hutchings Application Support - EFIND	Application Anhkim Le	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
INC000000221876	Michael W Hansen Metro A Desktop Support	PC/Laptop Wayne Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.83
INC000000221890	Christian Ulberg Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000221902	Sonja Sheffer Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000221903	Randy Hopkins Help Desk	Application Eileen Dubach	None Workforce Services	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000221910	Jeremy Sheikh Metro A Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000221927	Rachel Gehring Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221945	Keith Frank Rural Central Desktop Support	Network Paul Petersen	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.69 2.31
INC000000221965	Denise Sorensen Metro A Desktop Support	Application Rodney Austin	Reporting Workforce Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000221986	Jinni Gillen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.45 2.10
INC000000222031	Milagros Santos Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222033	Alexander Johnson Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222055	Gloria Jensen Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222059	Nicole Steele Application Support - UWORKS	Application Troy Robison	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000222061	Brent Fife Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222062	Theon Laney Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 0.84
INC000000222068	Sandra Pyper Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222070	Stanley Russell Metro A Help Desk	Application Ed Conrad	SSL Certificate Workforce Services	Content Manager - Centralized I Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000222075	Tasha Brooks Metro A Help Desk	Remote Connectivity Liz Evans	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222092	Brenda Duvall Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	DWS Capture Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000222108	Sandy Terry	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.41
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.72
INC000000222111	Pam Malone	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.47
INC000000222131	Marie Higgins	Print/Copy/Scan/Fax	Error Code	Content Manager		TIR Missed: No	TIR: 0.00
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000222140	Alfreida Haycock	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.93
INC000000222148	Michelle Deprizio	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000222171	Jason Tolbert	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000222179	Nicole Steele	Application	Error	Utah Works		TIR Missed: Yes	TIR: 15.87
	Application Support - UWORKS	Troy Robison	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 17.25
INC000000222185	Joann Wetzel	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.35
INC000000222203	Cindy Bertagnolli	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000222229	Steve Cuthbert	Application	Error	None		TIR Missed: No	TIR: 0.01
	Help Desk	Sarah Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000222243	Dana Parke	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000222292	Leeann Herndon	Application	Error	Utah Works		TIR Missed: Yes	TIR: 12.74
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 13.69
INC000000222321	Charleen Neff	Application	Error	None		TIR Missed: No	TIR: 0.95
	Application Support - Web Dev	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.95
INC000000222329	Michele White-Milgate	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.13
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000222333	Anne Chase	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.40
	Metro A Desktop Support	Susan Barker	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.40
INC000000222360	Jane Broadhead	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.77
INC000000222365	Kari L Allen	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000222366	Sammy Batarseh Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.50
INC000000222367	Alisha Clark Application Support - Web Dev	Application Randall Ottesen	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000222377	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222389	Judianne Collins Rural Central Desktop Support	PC/Laptop Colin Bodkin	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000222392	Gaylene Pebley Metro D North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Toner/Fuser/Ink Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222398	Susan M White Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222400	Kathryn Grover Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.39
INC000000222413	Cyndy Norris Application Support - Web Dev	Application Randall Ottesen	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000222414	Alisha Clark Application Support - Web Dev	Application Randall Ottesen	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000222421	Linda Hansen Application Support - EFIND	Application Trent Ady	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 0.88
INC000000222423	Norman Murphy Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.60
INC000000222431	Cathy Carey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000222442	Lynda R Myore Rural Central Desktop Support	Application Colin Bodkin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.23
INC000000222446	Jinni Gillen Metro A Help Desk	Application Liz Evans	Password Workforce Services	DWS Capture Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000222471	Veronica M Valadez Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222511	Diane Hunter Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222517	Felicia Kinder Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000222525	Karen Quackenbush Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.92 3.14
INC000000222526	Rebecca Williams Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000222528	Dave Brown Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.75
INC000000222536	Cynthia Arnold Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000222541	Michelle Viertel Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000222544	Dane Hanvey Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000222550	Cheryl Bakker Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000222552	Estefana Gutierrez Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222556	Jackie Williams Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.56 10.56
INC000000222559	Sandy Goulden Rural South Desktop Support	Network Scott Jesienouski	Incident Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.40
INC000000222560	Melanie Merrill Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Error Code Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.51
INC000000222563	Katie Trillo Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222584	Chris Witney Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000222588	Sheryl St Clair Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell iPrint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000222595	Janet Howes Metro A Hosting	Server Keith Scholl	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.20
INC000000222607	Judy Ward Application Support - Web Dev	None Randall Ottesen	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 1.27
INC000000222609	Leeann Glass Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21

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INC000000222618	Florence Preslar Operations Production Control	Application Greg Shoop	Password Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.84 3.25
INC000000222629	Sonia Ayala Operations Production Control	Application Cal Brinton	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.78 1.78
INC000000222635	Phay Panh Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222662	Estefana Gutierrez Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222667	Estefana Gutierrez Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222673	Nora Olson Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222699	Marty Przybyla Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222704	Craig Guerrero Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222707	Estefana Gutierrez Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222709	Steve Leyba Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000222710	Randy J Thompson Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222711	James McCoy Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000222713	Matt Garrett Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222717	Veronica Wian Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Avaya IP Softphone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222727	Leslie Judd Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000222734	CindaLee Hall Voice Operations	Telecom Kelly Johnson	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000222740	Joe Salazar Metro D North Desktop Support	Application Ryan Casey	Error Workforce Services	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000222749	Esther Lopez	Application	Password	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000222750	Sev Kubota	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000222757	Phuc Nguyen	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000222776	Helen Hadad	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000222791	Cathy Carey	Application	Error	None	TIR Missed: No	TIR: 0.15
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.19
INC000000222825	Lisa Butler	Network	Incident	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222840	Sylvia Pineda	None	None	None	TIR Missed: No	TIR: 0.00
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000222864	Dusty Burchett	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222865	Cindy Bertagnolli	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222873	Daisha Montgomery	Application	Error	Microsoft Access 2007	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000222877	Erlinda Anderson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222882	Betty Betham	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222896	Richard Fairchild	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.40
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000222902	Nicole Kerwood	Network	Incident	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000222904	Stephen Nebeker	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000222911	Michelle Beebe	Network	None	None	TIR Missed: Yes	TIR: 3.28
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.28
INC000000222915	Estela Hernandez	Telecom	Dial Tone	None	TIR Missed: No	TIR: 0.82
Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.99

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INC000000222922	Lela King Voice Operations	Telecom Annette Nielsen	Dial Tone Workforce Services	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.16
INC000000222925	Lori Calvert Network Operations	Network John Stevens	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.44
INC000000222926	Robert Chambers Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222956	Patrea Faulkner Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000222963	Laurie Wittwer Operations Production Control	Print/Copy/Scan/Fax Greg Shoop	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.04
INC000000222968	Peggy Barton Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000222979	Troy Evans Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57
INC000000222988	Karen Quackenbush Metro A Desktop Support	Application Rodney Austin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 3.26
INC000000222989	Karen Quackenbush Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 3.24
INC000000222994	Judy Ward Application Support - Web Dev	None Randall Ottesen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000223010	Troy Evans Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000223019	Mark Tilby Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223024	My Tran Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000223027	Trevor Earl Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.17
INC000000223028	Candace Rockwell Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223032	Sisi Spitzenberg Network Operations	Remote Connectivity Dave Bodily	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.69 1.77
INC000000223039	Lorri Economy Rural South Desktop Support	None Scott Jesienouski	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000223055	Karen Thomas	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000223068	Cesar Salazar	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - Web Dev	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000223078	Noemi Monge	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.90
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.90
INC000000223081	Melissa Romero-McKean	Application	Reporting	Computerized Unemployment B		TIR Missed:	No	TIR:	0.22
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.66
INC000000223103	David Ashby	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.03
INC000000223107	Martha Mitchell	Application	None	Content Manager		TIR Missed:	No	TIR:	0.13
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.88
INC000000223113	Dereje Shawl	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000223119	Nancy Galt	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.09
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000223149	Kim Auberger	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000223150	Nicole Steele	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	5.41
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.41
INC000000223155	Cherie Robison	Application	Error	WordPerfect Office 2002		TIR Missed:	No	TIR:	0.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.37
INC000000223160	Jeff Dart	Application	Error	State Payroll Time Entry System		TIR Missed:	Yes	TIR:	1.08
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.08
INC000000223185	Robert Gilbert	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000223197	Robert Birkinshaw	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000223203	Brent Fife	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000223212	Vicki J Jensen	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	4.07
	Application Support - UWORKS	Troy Robison	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.07
INC000000223230	Connie Perry	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.33

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INC000000223232	Cliftia Johnson Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Paper Jam Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000223243	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223265	Ann Barnson Rural South Desktop Support	PC/Laptop Ryan Bennett	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223280	Matt Green Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000223313	Amber Hadley Voice Operations	Telecom Annette Nielsen	Call/Receive Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.18
INC000000223317	Kimmi Lam Help Desk	Application Vicky Marrelli	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.61
INC000000223319	Vanessa Lindquist Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.95 4.28
INC000000223341	Bryan Kessinger Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223346	Jonathan Mathews Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000223352	Kimmi Lam Voice/Data/WAN Services	Telecom Mark Thomas	Call/Receive Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.30
INC000000223363	Mindy Gygi Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Computerized Unemployment B Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.24
INC000000223379	Patrea Faulkner Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223386	Stephen Nebeker Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
INC000000223390	Lori Calvert Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223395	John Talcott Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.03
INC000000223400	Nicole Steele Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.16 2.16
INC000000223402	Lela King Voice Operations	Telecom Annette Nielsen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08

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INC000000223411	Kathryn Grover Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223415	David Marshall Metro D North Desktop Support	Network Ryan Casey	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223425	Lorie Davis Metro A Desktop Support	Application Robert Wall	None Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 1.83
INC000000223426	Lisa Roman Metro B Help Desk	Network Val Shepherd	Incident Workforce Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000223427	Danielle Nelson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.38 2.38
INC000000223430	Connie Smith Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223433	Brian Christensen Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000223445	Karen Quackenbush Metro A Desktop Support	Application Rodney Austin	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.12
INC000000223447	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223469	Tim Early Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000223508	Leticia Hough Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.39 0.39
INC000000223515	Irina Pierpont Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000223523	Leticia Hough Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000223533	Jennifer Wright Application Support - Web Dev	None Randall Ottesen	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.24 1.24
INC000000223535	Michael Barrett Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000223553	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	Microsoft Windows XP Professional Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223561	Michele White-Milgate Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000223566	Colleen Jamison Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000223574	J G Bronson Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000223584	Cindy Bertagnolli Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.50
INC000000223605	Cindy Bertagnolli Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.51
INC000000223612	Junie Anderson Metro A Desktop Support	PC/Laptop Rodney Austin	Performance Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.21
INC000000223613	Spencer Larsen Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 0.88
INC000000223633	Laurie Ocobock Rural Central Desktop Support	PC/Laptop Richard Packer	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000223667	Liz Lobato Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223672	Brenda Duvall Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223675	Rebecca Sangberg Metro D North Desktop Support	Network Ryan Casey	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.30
INC000000223677	Dorothy Hall Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223681	Paula Lange Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223693	Diana Apperson Rural Central Desktop Support	Print/Copy/Scan/Fax Jeremy Standifird	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.01
INC000000223694	Karen Quackenbush Metro A Desktop Support	PC/Laptop Rodney Austin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.57
INC000000223699	Donna Ferrozzo Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000223724	Stacie A Johnson Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000223748	Joe Edman Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000223757	Trudy Ellis Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000223759	Jamie Escobia Rural Central Desktop Support	PC/Laptop Rod Montoya	Virus Workforce Services	Symantec AntiVirus Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000223762	Karen Larsen Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000223767	Lani Wilson-Klingsporn Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000223768	Michelle Viertel Rural Central Desktop Support	Application Rod Montoya	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000223769	Shallen Kimber Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Virus Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000223770	Jan Hunt Rural Central Desktop Support	Application Rod Montoya	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.74
INC000000223779	Robert Van Vliet Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223801	Dolores Febles Application Support - UWORKS	Application Eric Strong	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 0.97
INC000000223834	Bridget Goldsberry Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223838	David Moore Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000223840	Elizabeth Thorpe Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223853	Aniara Shields Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000223855	Neil Rollins Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000223862	Lindsey Johnson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000223864	Roberta Ivankovich Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223865	Lisa Roman Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000223872	Jennifer Meyer-Smart Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Microsoft Windows XP Professic Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 4.39
INC000000223878	Jackie Williams Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000223879	Jennika Sheldon Metro A Help Desk	PC/Laptop Liz Evans	Performance Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000223883	Kristopher Dew Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.11
INC000000223895	Lien Ly Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223904	Peggy Hammer Metro D North Desktop Support	Application Kathleen Gill	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223911	Christi Seger Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.45
INC000000223911	Christi Seger Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.45
INC000000223958	Melodee Williams Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000223966	Janet Gale Metro A Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.09
INC000000223998	Edna Sanchez Metro D North Desktop Support	Application Kim Ratushniak	None Workforce Services	Internet Explorer Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.35
INC000000224003	Lucy Guerrero Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000224037	Andrea Carroll Metro D North Desktop Support	Wireless Connectivity Kathleen Gill	Error Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224042	Judy Kearns Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000224053	Sue Ann Heino Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager - Centralized I Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000224072	Sandra McCormick Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.39
INC000000224091	Mary Ann Keefer Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09

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INC000000224097	Trevor Earl Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224111	Kim Auberger Enterprise Security	Network Jerri Averre	Incident Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.21 11.70
INC000000224115	Paula Bowen Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Toner/Fuser/Ink Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000224140	Debbie Torres Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224147	Robert Birkinshaw Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000224168	Ashley Baker Application Support - Content Man	Application Randall Ottesen	None Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000224178	Jill Navidomskis Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.39 2.52
INC000000224195	Lane Anderson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224221	Cheryl Butler Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000224229	Mary McConaughy Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000224245	Tauna Woolley Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 1.37
INC000000224246	Robert Christensen Metro A Help Desk	PC/Laptop Liz Evans	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224284	Andrea Carroll Metro D North Desktop Support	Application Kathleen Gill	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224288	Christopher Durbin Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000224294	Sheryl St Clair Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000224296	Suzie Yeates Metro D North Desktop Support	Application Kathleen Gill	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224299	Sammy Batarseh Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.32

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INC000000224306	Melanie Kennedy Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000224314	Deni Swanger Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	12.07 12.07
INC000000224335	Cyndy McKenzie Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224336	Sheila Belnap Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224337	Sonja Sheffer Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224341	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224346	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224347	Timothy Budd Metro D North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224368	Brad Anderson Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	DWS Capture Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
INC000000224372	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224398	Sharlene T Christensen Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224400	Tricia Matz-Underwood Campus Networking	Wireless Connectivity David Sedei	Performance Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 1.26
INC000000224402	Debbie Westbroek Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000224411	Jessica Balls Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000224417	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224439	Lyndie Degraw Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224442	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000224467	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224469	Susan Etzel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224480	Linda Hansen Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000224481	Debbie Sheldon Metro D North Desktop Support	Print/Copy/Scan/Fax Don Higgs	Incident Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.89 9.67
INC000000224494	Shawn Jolley Metro A Help Desk	Remote Connectivity Liz Evans	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224497	Jill Navidomskis Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224501	David Moore Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224507	Roberta Ivankovich Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.28
INC000000224511	Candace Rockwell Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224518	Jane Broadhead Metro A Help Desk	Wireless Connectivity Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000224532	Katherine Abel Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224561	Brenda Johnson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000224572	Sara Hudgins Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000224575	Bonnie L Kelsey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000224586	Karen Ellsworth Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.93 5.93
INC000000224600	Jane Broadhead Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000224610	Linda Rothenberger Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000224612	Tino Gutierrez	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000224616	Edina Cesko-Wilson	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000224622	Nancy Nordlund	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.32
INC000000224646	Lynda Bonner	Application	Password	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.39
INC000000224650	Debbie Sheldon	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000224652	David Ashby	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.89
INC000000224655	Tricia Cox	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000224656	Tanya Wilson	Application	None	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000224659	Patricia Oneil-Smith	Application	None	None		TIR Missed:	Yes	TIR:	4.83
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.83
INC000000224666	Reyna Romero	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.48
INC000000224675	Spencer Larsen	Application	Error	Computerized Unemployment B		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.69
INC000000224688	Sherri Kirk	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000224695	Maria Hernandez	None	None	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000224708	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000224724	Mike Asmussen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000224728	Kaylee Ashdown	Network	Incident	None		TIR Missed:	Yes	TIR:	1.49
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.50
INC000000224768	Christina Dahn	Application	Error	None		TIR Missed:	Yes	TIR:	2.78
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.78

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INC000000224784	Verner Iglesias	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.30
INC000000224800	Kim Torman	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.39
INC000000224802	Andrew Smart	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.42
	Help Desk	Vicky Marrelli	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.67
INC000000224806	Rebecca Weston	Remote Connectivity	None	None	TIR Missed: No	TIR: 0.20
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.31
INC000000224814	Tricia Matz-Underwood	Remote Connectivity	Error	None	TIR Missed: Yes	TIR: 1.49
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.58
INC000000224817	Debbie Stavros	Remote Connectivity	None	None	TIR Missed: No	TIR: 0.13
	Metro A Hosting	Tom Carney	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.48
INC000000224824	Stacy Anderson	None	None	SAFE	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000224826	Jilaun Perfetto	Telecom	IP	None	TIR Missed: No	TIR: 0.10
	Voice Operations	Annette Nielsen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.22
INC000000224827	Lani Wilson-Klingsporn	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.17
INC000000224828	Tino Gutierrez	Software	Application	Novell Messenger	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.53
INC000000224829	Kathy Kirby	None	None	None	TIR Missed: Yes	TIR: 2.09
	Metro D North Desktop Support	Ryan Casey	Workforce Services	Low Resolved	TTR Missed: No	TTR: 4.68
INC000000224847	Christine Mayne	Application	Error	Utah Works	TIR Missed: Yes	TIR: 7.43
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 7.43
INC000000224872	Kathy Hart	Remote Connectivity	Error	Microsoft Terminal Server Client	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.45
INC000000224906	Rachelle Rypien-Walker	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.63
INC000000224909	Linh Tran	Application	Error	None	TIR Missed: No	TIR: 0.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.77
INC000000224917	Lida Khoshal	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.07
INC000000224920	Rachelle Rypien-Walker	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000224930	Nancy Nordlund Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225000	Veronica M Valadez Rural Central Desktop Support	PC/Laptop Rod Montoya	Error Workforce Services	Microsoft Windows XP Professic Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.92
INC000000225011	Ashley Davis Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225016	Tracy Parrish Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000225043	Gordon Snow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225051	Kathy Hart Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	Microsoft Windows XP Professic Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000225056	Jonathan Parrish Metro A Help Desk	Application Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000225070	Roseanna Bills Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225139	Roberta Ivankovich Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.12
INC000000225143	Aniara Shields Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000225149	Mike Asmussen Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.03 1.47
INC000000225152	Mike Rice Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225158	Marylynn Prows Network Operations	Remote Connectivity Dave Bodily	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.06
INC000000225159	Roger Priest Metro A Help Desk	Mainframe Liz Evans	Password Workforce Services	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225161	Lynda Bonner Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000225163	Lindsey Johnson Metro D North Desktop Support	PC/Laptop Neil Smedley	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.99
INC000000225174	Ammi Tracy Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10

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INC000000225178	Nate Trujillo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000225181	Ralph Laub	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.14
INC000000225184	Roger Priest	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.05
INC000000225185	Scott J Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.60
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.60
INC000000225188	Maugasola Tua	Application	Error	Content Manager	TIR Missed: No	TIR: 0.05
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.05
INC000000225192	Tauna Woolley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.94
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.98
INC000000225193	Dawn Nelson	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.11
INC000000225224	Sylvia Pineda	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.39
INC000000225250	Sylvia Pineda	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000225253	Stephen Manzione	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.09
INC000000225256	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000225269	Shonie Barker	Application	None	OpenOffice.org	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.50
INC000000225273	Janet Jolley	Network	Password	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.40
INC000000225287	Troy Evans	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.20
INC000000225291	Carmen Bowles	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000225308	Lynda Bonner	Application	Reporting	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.12
INC000000225328	Lori Montague	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.33

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INC000000225347	Joseph Oneil Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000225348	Jenny Benson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Avaya IP Softphone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000225363	Dawn Lay Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000225380	Dorothy Hall Help Desk	None Sarah Johnson	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000225390	Sharla Anderson Rural South Desktop Support	Network Joel Finlinson	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.83
INC000000225403	Semin Feukic Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225414	Mayra Gomez Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000225415	Lyndie Degraw Rural South Desktop Support	Application Lance Nay	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225418	Ronda Kelly Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225420	Scott Johnson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.73
INC000000225422	Cindy Jones Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.67
INC000000225451	Bethany Oporto Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000225461	Katie Helm Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.04
INC000000225481	Linda Delaplaine Security	None Denise Alstrom	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 1.32
INC000000225490	Michelle Deprizio Metro A Desktop Support	Application Rodney Austin	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.51
INC000000225534	Stephen Nebeker Voice Operations	Telecom Kelly Johnson	Call/Receive Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.36
INC000000225536	Yvonne Krause Application Support - Web Dev	Application Dave Clark	Error Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.59

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INC000000225546	CindaLee Hall Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.14
INC000000225559	Laurel Morris Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.14
INC000000225567	Angela Murphy Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.28 TTR: 0.93
INC000000225579	Cookie Chappell Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.84 TTR: 0.84
INC000000225580	Lenora Enoah Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.83 TTR: 0.83
INC000000225586	Edina Cesko-Wilson Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: N/A	TIR: 0.00 TTR:
INC000000225589	Pat Paulson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000225590	Debra Slotboom Metro A Help Desk	PC/Laptop Liz Evans	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000225594	James Stavros Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.68 TTR: 0.68
INC000000225597	Jilaun Perfetto Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.13
INC000000225598	Glen Nickerson Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.57 TTR: 0.57
INC000000225606	Jackie McAtee Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000225624	Colleen Fitzgerald Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.35 TTR: 0.35
INC000000225632	Kirsten Heaton Metro A Desktop Support	PC/Laptop Robert Wall	Hardware Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.12 TTR: 2.18
INC000000225648	Sharon Peake Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000225679	Terry MacFarlane Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.23 TTR: 0.26
INC000000225690	Victor Angeles Help Desk	Application Brenda Treadway	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.19

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INC000000225729	Paula Lange	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.04
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000225730	Shirley Hilton	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.03
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000225752	Rebecca Banner	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225775	Jackie Dalton	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.13
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000225788	Kirsten Heaton	Telecom	IP	None	TIR Missed: No	TIR: 0.17
Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.51
INC000000225803	Cheryl Earl	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000225845	Robyn Spongberg	Network	Incident	None	TIR Missed: No	TIR: 0.36
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.96
INC000000225859	Doris Adams	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Medium	Resolved	TTR Missed: No	TTR: 0.47
INC000000225866	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000225872	Jan Hunt	Application	Reporting	QuickBooks	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000225923	Isaac Collard	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225937	Ann Stockham	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.29
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.34
INC000000225940	Juri Strong	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225946	Lela King	Application	None	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225950	Lela King	Application	None	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225954	Lela King	Application	None	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000225964	Erlinda Anderson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.02
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05

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INC000000225984	Kirsten Heaton Metro A Desktop Support	Application Robert Wall	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 1.57
INC000000225985	Terry Evans Metro A Help Desk	Application Ed Conrad	SSL Certificate Workforce Services	VMware Workstation Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.51
INC000000225991	Allyson Isom Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.21
INC000000226001	Gordon Snow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226010	Lori B Mair Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.20
INC000000226016	Lori Calvert Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226019	Ronda Kelly Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226023	Rebecca Pace Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226031	Stephen Lisonbee Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226032	Kay Canterbury Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000226046	Stephen Nebeker Metro A Help Desk	PC/Laptop Liz Evans	Performance Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000226050	Debra Slotboom Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226054	Connie I Fowler Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226063	Connie I Fowler Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000226069	My Tran Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226071	My Tran Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226072	Leslie Minaya Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000226077	Worthy Glover Jr Rural South Desktop Support	Application Meladye Shively	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226080	Connie I Fowler Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Password Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000226082	Delana White Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000226086	Mike Rice Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000226090	Pat Palmieri Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226092	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226109	Scott Johnson Rural Central Desktop Support	None Rod Montoya	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000226110	Son Chau Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.63
INC000000226116	Connie I Fowler Application Support - Content Manag	Application Nate Olson	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.16
INC000000226143	Diane Pfeifer Operations Production Control	Application Christie Burnham	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000226147	Tamera Smith Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226149	Nathan Simpson Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226153	Randy Hopkins Metro D North Desktop Support	None Ruston McKay	None Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226154	Jared Fowers Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226181	Stephen Nebeker Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000226185	Linda Terry Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000226189	Tiffany Whitney Metro A Desktop Support	Network Robert Wall	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.72

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INC000000226193	Jacoy Richens Operations Production Control	Application Cal Brinton	Reporting Workforce Services	eFIND/eSHARE Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 1.94
INC000000226195	Ralph Laub Rural South Desktop Support	Application Lane Adams	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226199	Tami Hoffman Rural South Desktop Support	PC/Laptop Lane Adams	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226202	Stephen Nebeker Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.34
INC000000226207	Jenny Benson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226213	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226219	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226221	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226222	Lanelle Windley Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.76
INC000000226224	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226226	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226228	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226229	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226230	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226234	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226235	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226236	Susan Etzel Rural South Desktop Support	Application Lane Adams	None Workforce Services	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000226244	Rebecca Pace Rural South Desktop Support	Telecom Doug Chaston	Hardware Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226268	Peggy Duncan Metro A Help Desk	Network Ed Conrad	Password Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000226270	Lanelle Windley Help Desk	Application James Stearns	Reporting Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226275	Clayton Cederlof Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226282	Wendy Edwards Rural Central Desktop Support	Application Colin Bodkin	None Workforce Services	OpenOffice.org Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226288	Theresa R Wheatley Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Password Workforce Services	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226292	Brenda Duvall Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.71
INC000000226307	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226311	Janet Butterfield Rural South Desktop Support	Network Doug Chaston	Virus Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226324	Laura Carter Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226351	Wendy Edwards Rural Central Desktop Support	None Colin Bodkin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000226353	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226354	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226355	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226357	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226359	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226365	Susan Etzel Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000226366	Susan Etzel	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226368	Susan Etzel	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226370	Susan Etzel	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226383	Tiffany Whitney	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226391	Ivan Oakeson	Application	Error	None		TIR Missed: Yes	TIR: 1.32
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.32
INC000000226397	Tiffany Whitney	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.22
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.99
INC000000226405	Janet Cole	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.10
INC000000226415	Casey Lance	Network	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.64
INC000000226417	Sue Ann Heino	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226425	Tammy M Cole	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226430	Diane Pfeifer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.81
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.81
INC000000226434	Diane Pfeifer	Application	Password	None		TIR Missed: No	TIR: 0.80
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000226436	Timothy Budd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226437	Diane Pfeifer	Application	Password	None		TIR Missed: No	TIR: 0.79
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.79
INC000000226461	Gary C Williams	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226470	June Conn-Solomon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226474	Shelly Ivie	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.19

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INC000000226518	Muris Prses Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.29
INC000000226524	Megan Shaw Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000226525	Gary Reid Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.20
INC000000226531	Aimee Dimick Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000226537	Susy M Westphal Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000226557	Joe Edman Rural Central Desktop Support	Telecom Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000226558	Sonia Ayala Metro A Hosting	Application Chris Kunde	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000226560	Joe Edman Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000226565	Nancy Andrew Metro A Hosting	Application Chris Kunde	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000226567	Brent Newren Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Visio Professional 200 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000226571	Carmen Bento Metro A Help Desk	Application None	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000226588	Michelle Deprizio Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000226592	Angela Madsen Voice Operations	Telecom Annette Nielsen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000226618	Amanda Van Ausdal Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.30
INC000000226623	June Conn-Solomon Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226634	Janet Cole Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000226645	Steve Leyba Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.79

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INC000000226648	Cristina Chavez Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.80
INC000000226657	Diane Pfeifer Metro A Desktop Support	PC/Laptop Mike Beynon	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000226669	Lucy Johnson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000226673	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226682	Sheila Sarten Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
INC000000226704	Bryan Kessinger Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226722	Toni C Ansel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226747	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226766	Cristina Chavez Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.40
INC000000226775	Mary Ann Bird Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000226777	Gary C Williams Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000226781	Felicia Kinder Metro B Desktop Support	None Gary Graham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000226796	Cookie Chappell Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226801	Alan Dennis Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000226900	Cookie Chappell Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 0.90
INC000000226913	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226930	Alla Zilbershteyn Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.17

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INC000000226934	John Talcott	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226942	Kelly Farley	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226970	Veronica Wian	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000226974	Doris Adams	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000226995	Koral Vasquez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000227003	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00